

Yellowstone.ai LLC Y2 Warranty
Last updated 9/8/2024

Yellowstone.ai LLC warrants our Y2 cameras and solar panels against defects in material or workmanship for life. Many companies limit their lifetime warranties to the “expected product life.” Not us. At Yellowstone.ai, our lifetime warranty lasts for the lifetime of the customer (Warranty Period).

For clarity, damage caused by deer, bears, cattle, woodpeckers, fire, floods, and other animals or natural disasters is excluded from our standard lifetime warranty. This might be covered separately by our Outfitter data plan or by a protection plan, if offered in the future.

If a defect arises, and a valid claim is received within the Warranty Period, Yellowstone.ai LLC will (1) repair the camera using new or refurbished parts or (2) replace the camera with a new or refurbished product.

For purposes of this warranty, “refurbished” means a product or part that has been substantially returned to its original specifications but may show signs of wear and tear.

This warranty does not apply to the accessories, including batteries, SD card, straps, etc.

When requesting warranty coverage, in order to determine the proper course of action, we may require remote and in-person troubleshooting. This can include multiple calls and multiple trips to your camera. We may require the customer to provide us with a valid purchase receipt as proof of purchase.

The Y2 camera does not work without a data plan from Yellowstone.ai. Any camera more than one year old must have had an active data plan for at least four of the prior 12 months prior to a warranty claim. This requirement does not apply to cameras that were purchased within the 12 months immediately-preceding a claim. Yellowstone.ai LLC reserves the right to charge between \$10-30 for shipping and facilitating each warranty claim in the United States (and up to \$60 for international customers).

In the event of a defect, the items stated above are the exclusive remedies available to the consumer.

Exclusions and Limitations

EXCEPT FOR THE WARRANTY EXPRESSLY SET FORTH ABOVE OR TO THE EXTENT RESTRICTED OR PROHIBITED BY APPLICABLE LAW, Yellowstone.ai LLC EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF QUALITY, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE. Yellowstone.ai LLC AND ITS AGENTS SHALL IN NO EVENT BE LIABLE TO CUSTOMER FOR ANY DAMAGES, INCLUDING ANY DIRECT, INDIRECT, INCIDENTAL, PUNITIVE, SPECIAL, MULTIPLE, EXEMPLARY, OR CONSEQUENTIAL DAMAGES, LOST PROFITS, LOST SAVINGS, OR OTHER SUCH DAMAGES ARISING OUT OF THE USE OF (OR IMPROPER USE OF), OR INABILITY TO USE, Yellowstone.ai LLC PRODUCTS, EVEN IF Yellowstone.ai LLC HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY OTHER PERSON OR ENTITY RELATED THERETO.

In addition to and without limiting the generality of the foregoing disclaimers, the warranty does not, under any circumstances, cover the refund or reimbursement of the cost of any wireless data charges incurred while warranty services are being rendered. Wireless data plan management is solely the purview of the account holder and should be managed accordingly if warranty service is necessary.

Customer's use of Yellowstone.ai LLC Products may entail the use of hardware, software and internet access. Customer agrees that Yellowstone.ai LLC is not responsible for any hardware (other than the Products), software (other than properly licensed software provided by Yellowstone.ai LLC), or internet access or availability issues, and Customer agrees to hold Yellowstone.ai LLC harmless for any such issues.

If Yellowstone.ai LLC elects to provide a refurbished product in response to a warranty claim, the refurbished item will carry the remaining balance of the Warranty Period of the original warranted item.

This warranty is void if the product housing has been removed and/or if the Customer has attempted to use a SIM provided by any person or company different than Yellowstone.ai LLC.

The following items are expressly excluded from warranty coverage:

- Any damage related to the improper use of the camera, including dropping it, running it over with your vehicle, etc.
- Any damage, malfunction or degradation of performance resulting from the use of the product in an environment not meeting the operating specifications. Yellowstone.ai LLC cameras are very water resistant; however, they are not waterproof.
- Any damage, malfunction or degradation of performance resulting from failure to properly prepare and transport the product as prescribed in published product materials
- Any damage, malfunction or degradation of performance resulting from improper use or connection to incompatible batteries, power supplies, SIM cards, or SD cards.
- Any damage resulting from attempts by personnel other than Yellowstone.ai LLC representatives to repair or service the product unless directed by a Yellowstone.ai LLC representative.
- The replacement of items that have been abused, misused, or tampered with in any way.
- The repair of an item that has been modified or integrated with other products when the effect of such modification or integration increases the time or difficulty of servicing the product or degrades performance or reliability.
- The performance of software or firmware updates or upgrades.
- The correction of user programming errors.

Shipping

Initial shipping of items to Yellowstone.ai LLC for warranty coverage is the responsibility of the customer. Yellowstone.ai LLC may elect, from time to time, to provide the customer with a return shipping label. Yellowstone.ai LLC has no responsibility for any items lost or damaged during incoming shipment. It is recommended that all shipments made by the customer be insured. Before shipping any items for warranty coverage, an RMA must be obtained via email support@yellowstone.ai.

Unclaimed Items

It is the customer's responsibility to respond to any inquiry initialized from our warranty department. Yellowstone.ai LLC will only keep the returned goods for 3 months. Unclaimed returned item(s) will be discarded after 3 months.

If the product is beyond the warranty period, the price for repairing or replacing may vary.

Camera Repair

There will be a charge for repairs not covered by the warranty. Please contact Yellowstone.ai LLC to determine more information and to discuss repair options not covered under warranty.