

Yellowstone.ai LLC Y2 Warranty

Last updated 2/1/2025

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) and we hope you live forever. This warranty specifically applies to the camera, the battery cases, and the solar panel, but does not include accessories such as batteries, SD card, straps, etc.

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 could include swapping for a future camera model.

When requesting warranty coverage, in order to determine the proper course of action, we may require remote and in-person troubleshooting prior to shipping a replacement camera. This might 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 three of the 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 to cover round trip shipping and handling costs for each warranty claim in the United States (and more as needed for international customers). Before shipping any items for warranty coverage, an RMA must be obtained via email support@yellowstone.ai.

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

Any damage related to the following is excluded from warranty coverage: a) the improper use or abuse of the camera, b) the use of the product in an environment not meeting the operating specifications, c) improper use or connection to incompatible batteries, power supplies, SIM cards, or SD cards; d) attempts by personnel other than Yellowstone.ai LLC representatives to repair or service the product unless directed by a Yellowstone.ai LLC representative.

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.