

PANOCULON LABS

Trinet Limited Warranty - Terms and Conditions

This Limited Warranty is provided by Panoculon Labs Private Limited ("Panoculon", "we") to the original purchaser ("you") of a Trinet device - Trinet Mono, Trinet Stereo, or Trinet Wrist Kit (each a "Product") - and applies in addition to any rights you have under applicable law.

1. What is covered

Panoculon warrants that the Product will be free from defects in materials and workmanship under normal use, in accordance with the Instructions to Use, for a period of twelve (12) months from the date of the original purchase invoice (the "Warranty Period"). Coverage includes the camera module, image sensor and lens assembly, IMU, main board, enclosure, button, status LED, and, for Wrist Kits, the radio sync beacon. The supplied L-type USB cable and mounts are covered for ninety (90) days from the invoice date.

Factory calibration, where purchased, is covered only as set out in Section 4. Software, the SDK and tools are covered only as set out in Section 5.

2. What is not covered

- **Physical damage:** drops, impacts, crushing, bent or broken lens mounts, cracked enclosures, or damage to the USB port from forced or angled insertion.
- **Environmental damage:** liquid or dust ingress (the Product is not water- or dust-resistant unless expressly specified for your model), corrosion, or operation or storage outside the specified temperature ranges (operating -10°C to $+45^{\circ}\text{C}$; storage -20°C to $+60^{\circ}\text{C}$).
- **Lens or calibration tampering:** rotating, unscrewing, or adjusting the factory-locked lens, or any resulting loss of focus or calibration accuracy.
- **Calibration accuracy:** any inaccuracy in, or change to, calibration, including drift from impacts, mounting or remounting, thermal cycling, or normal use, except as expressly provided in Section 4.
- **Unauthorised opening or modification:** disassembly, repair, or hardware modification by anyone other than Panoculon, or removal or defacing of the serial number.
- **Third-party power and accessories:** damage caused by non-certified or fast-charging/MagSafe power banks, damaged or low-grade USB cables not supplied by Panoculon, or incompatible SD cards.
- **Consumables and wear:** SD cards, cosmetic wear (scratches, discolouration), and normal degradation of mounts, straps, or the protective cap.
- **Software and data:** the Trinet SDK, calibration toolkit and other Software (see Section 5); loss, corruption, or unreadability of recordings, IMU/timestamp files, or SD cards; issues arising from third-party apps or from custom firmware or software built with the Trinet SDK.
- **Thermal shutdown events:** the automatic temperature-protection shutdown is a designed safety feature, not a defect. Repeated shutdowns caused by covering the camera or use in direct sun are not covered.

3. Delivery and acceptance

Dead on arrival. You must inspect each Product on delivery. A Product reported non-functional in writing within three (3) days of delivery is treated as dead on arrival ("DOA"). Panoculon will replace a DOA Product at its own cost, including shipping both ways.

Acceptance. Any Product not reported as DOA within that period is deemed accepted. A later fault in an accepted Product is a warranty claim under this Limited Warranty, not a rejection of the Product.

4. Calibration

Optional service. Factory calibration is an optional service, provided only on request and for the fee stated in your quotation. Where you have purchased it, Panoculon provides a calibration file for each calibrated Product.

No accuracy guarantee. Calibration is provided "as is". Panoculon gives no guarantee of calibration accuracy, and a difference between the calibration and your own measurements is not a defect.

Not covered. Changes in calibration caused by impacts, mounting or remounting, thermal cycling, lens adjustment, or normal use are not defects. Recalibration is available at Panoculon's standard rates.

Your responsibility. Panoculon is not responsible for calibration performed by you or third parties, for the suitability of the calibration for any particular application, or for any data collected using the calibration.

5. Software, SDK and tools

The Trinet SDK, calibration toolkit, utilities, sample code and documentation ("Software") are provided "as is" under the applicable licence and are not covered by this Limited Warranty. Panoculon may provide updates or fixes at its discretion, but does not warrant that the Software will be error-free, uninterrupted, or fit for a particular purpose. Firmware installed on the Product at shipment is covered only to the extent that a firmware fault prevents the hardware from operating as specified.

6. Your remedies

If a valid defect is reported within the Warranty Period, Panoculon will, at its sole discretion, (a) repair the Product, or (b) replace it with a new or factory-refurbished unit of equivalent specification. Repaired or replacement units are warranted for the remainder of the original Warranty Period or ninety (90) days from return, whichever is longer. Replaced parts and Products become the property of Panoculon. Products found to be free of defects, or excluded under Section 2, may be returned to you at your cost, or repaired at Panoculon's standard out-of-warranty rates with your prior approval.

7. How to make a claim

Fill [this form](#) to claim your warranty. Please complete the basic checks in the Instructions to Use (verified cable and power source, SD card correctly seated, power-cycle) before raising a claim. Panoculon will issue a Return Merchandise Authorisation (RMA) number; do not ship a Product without one. Pack the Product securely in its original or equivalent packaging with the RMA number clearly marked, and remove your SD card before shipping. Except for DOA Products under Section 3, you bear the cost of return shipping within India; for international shipments, you are responsible for outbound freight, duties, and taxes unless otherwise agreed in writing. Typical turnaround is 10–15 business days from receipt.

8. Limitation of liability

TO THE FULLEST EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY IS YOUR SOLE AND EXCLUSIVE REMEDY AND REPLACES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. PANOCULON SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL LOSS, INCLUDING LOSS OF DATA, RECORDINGS, REVENUE OR BUSINESS, OR THE COST OF RE-COLLECTING OR RE-PROCESSING DATA, INCLUDING DATA COLLECTED WITH AN INACCURATE CALIBRATION. PANOCULON'S TOTAL LIABILITY UNDER THIS WARRANTY SHALL NOT EXCEED THE PURCHASE PRICE PAID FOR THE AFFECTED PRODUCT.

Some jurisdictions do not permit these exclusions, in which case they apply only to the extent allowed.

9. General

This warranty is valid only for Products purchased directly from Panoculon or an authorised reseller and is not transferable. It does not cover Products sold as engineering samples, prototypes, or "as-is". These terms take precedence over any conflicting terms in your purchase order or other documents, unless Panoculon agrees otherwise in a document signed by both parties. Panoculon may update these terms for future purchases; the version in effect on your invoice date applies. This warranty is governed by the laws of India, and the courts of Bengaluru, Karnataka shall have exclusive jurisdiction over any dispute arising from it.

For usage instructions, please refer to this [link](#).