

Loop360 Terms & Conditions

SHIPPING POLICY

This document sets out the shipping policy that applies to customers that make a purchase at www.boothworkshop.com.

Shipping Options & Delivery Costs

We offer shipping worldwide with Logistics partner DHL, with the exception of countries that are excluded from the shipping list. For other countries contact us at info@boothworkshop.com.

Order Processing Time

After receiving the payment, shipments are sent the same or immediately the next business day. All orders placed during the weekend or holidays will be shipped from our warehouse on Monday or the next business day.

Delivery Address & P.O. Boxes

Please note that we are unable to modify the delivery address once you have placed your order. We deliver door to door with Logistics partner DHL.

International Orders

Your package may be subject to Import Duties and Taxes. You as a customer are responsible for paying these fees. For example US fees are usually about \$140. We recommend that you consult your local customs office before placing an order, as these fees are sometimes significant and cannot be calculated for you.

Tracking Your Order

Once your order has been dispatched, Logistics partner DHL will send you a confirmation email with tracking information. You will be able to track your package directly on the carrier's website. If you have any questions regarding your order, please contact us at info@boothworkshop.com.

RETURNS, REFUNDS & EXCHANGES

We want you to be completely satisfied with your purchase - please read our policy for detailed information about our processes.

Returns

In the case of refund of goods for justified reasons, please follow the steps below:

- You have 14 calendar days to return an item from the date you received it.
- To be eligible for a return, your item must be unused and in the same condition that you received it.

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- Your item must be in the original packaging and suitably packaged to prevent any external damage during transport.
- Your item needs to have the receipt or proof of purchase.

Refunds

Once we receive your item, we will inspect it and notify you on the status of your refund. If your return is approved, we will initiate a refund to Bank account or Paypal (or original method of payment). You will receive the credit no later than 14 days from the establishment of eligibility for a refund.

Shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are nonrefundable. If you receive a refund, the shipping costs will be deducted from your refund.

WARRANTY

Thank you for your interest in the products of Booth Workshop Company (NIURO d.o.o.). This 1 year limited warranty applies to physical goods, purchased from Booth Workshop Company.

We are aware of the importance of helping you fixing the product as quickly as possible, so we will try to find the most optimal solution for you.

We stand for our quality workmanship. Our products are designed to allow the user to quickly replace some spare parts with basic tools, so that the product can be reused as soon as possible.

In the event of a major defect under the warranty, which cannot be easily repaired, we will repair the product for you or replace it with a new one.

In case of defects under the warranty, all spare parts and the transport costs are covered by the Booth Workshop Company.

What does this limited warranty cover?

This limited warranty covers any defects in material or workmanship under normal conditions and recommended use during the Warranty Period.

What will we do to solve the problems?

Booth Workshop Company will either send replaceable parts to the customer or repair the Product at no charge.

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How long does the warranty last?

The warranty period for physical goods purchased from Booth Workshop Company is 1 year from the date of purchase. The replaced part takes over the rest of the remaining warranty of the original part, or 180 days from the date of replacement or repair, whichever is longer.

The warranty for the battery is 6 months.

What does this limited warranty not cover?

This limited warranty does not cover damage or errors in operation caused by external factors that are not the subject of the warranty.

External factors under which the guarantee cannot be claimed are:

- Overloading the platform with excessive weight
- Loop360 allows Max weight (350kg/770lbs or up to 4 persons!)
- Loop360W allows Max weight (350kg/770lbs, or up to 4 persons!)
- Exposure to a wet environment
- Water intrusion into the platform
- Inappropriate or rough handling
- Shocks at the fall of the platform
- Mechanical damage caused by external factors
- Connection to an inadequate power supply
- Using pamphlets or similar props may damage the bearing
- Operating in dust environment may damage the bearing
- Any product modification

What do you have to do?

To obtain warranty service, you must first contact us at info@boothworkshop.com to determine the problem and the most appropriate solution for you.