



ALPHA

Warranty & Regulations

mioglobal.com/alpha



Warranty

Warranty & Service

Be sure to visit our Product Support pages to find online help, FAQs, Videos, and Manuals for your product. **help.mioglobal.com/**

MIO Warranty Information



Physical Enterprises Inc. warrants that during the warranty period, Physical Enterprises Inc. will, at its sole discretion, remedy defects in materials or workmanship free of charge either by a) repairing, or b) replacing, or c) refunding, subject to the terms and conditions of this Limited Warranty. This Limited Warranty is only valid and enforceable in the country of purchase, unless local law stipulates otherwise. Processing of all warranty claims will be handled by the distributor of MIO products for the geographic area where the purchase was made.

Warranty Period

The Limited Warranty Period starts on the date of purchase. The Warranty Period is one (1) year in North America. International warranty periods vary subject to local laws and the policies of the





authorized importer or distributor for the geographic area where the purchase was made. International warranties are at a minimum one (1) year.

Exclusions and Limitations

This Limited Warranty does not cover:

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1. normal wear and tear, b) defects caused by rough handling, or c) defects or damage caused by misuse contrary to intended or recommended use or alteration of the MIO product such as moisture or water damage sufficient to affect the proper function of the product, and damage to the product case or visible cracking of the face.
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(Without limiting the foregoing, damage resulting from bending or dropping the MIO product will be deemed the result of abuse or misuse.)

2. user manuals or any third-party items;
 3. defects or alleged defects caused by the use with any product, accessory, software and/or service not manufactured or supplied by Physical Enterprises Inc.
 4. replaceable batteries.
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This Limited Warranty is not enforceable if:

1. the item has been used in ways other than the intended use;
2. the watch case has been opened or otherwise tampered with.
3. the serial number has been removed, altered or made illegible in any way, as determined at the sole discretion of Physical Enterprises Inc.
4. the MIO product was NOT purchased from an authorized MIO reseller



Physical Enterprises Inc. does not warrant that the operation of the Product will be uninterrupted or error free, or that the Product will work with any hardware or software provided by a third party.



Limitation of Liability

To the maximum extent permitted by applicable mandatory laws, this Limited Warranty is your sole and exclusive remedy and is in lieu of all other warranties, expressed or implied. Physical Enterprises Inc shall not be liable for special, incidental, punitive or consequential damages, including but not limited to loss of anticipated benefits, loss of data, loss of use, cost of capital, cost of any substitute equipment or facilities, claims of third parties, damage to property resulting from the purchase or use of the item or arising from breach





of the warranty, breach of contract, negligence, strict tort, or any legal or equitable theory, even if Physical Enterprises Inc. knew of the likelihood of such damages. Physical Enterprises Inc. shall not be liable for delay in rendering warranty service.

Refunds & Replacements

Purchases from Retailers



If you purchased a MIO product from a retailer, you must contact that retailer for your exchange or refund (applies to North American and International purchases).



Purchases from mioglobal.com

Products sold on **mioglobal.com** come with a thirty (30) day full refund period. If for any reason you are not entirely satisfied with your purchase from the MIO Website, contact us for assistance in processing a return. Your product must be returned in original packaging and unused condition to receive full product credit; your shipping costs will not be refunded.

All returns must be pre-authorized by Physical Enterprises Inc.





Please fill out the customer feedback form, selecting “Returns (RA) Request” as the topic and identify the product you wish to return and its purchase date. The feedback form is available here:

mioglobal.com/pages/contact

To be eligible for an exchange or refund, returned product must be received by Physical Enterprises Inc. within THIRTY DAYS of the date of original purchase. Products must be returned in the original packaging with a copy of the invoice (proof of purchase), and be shipped prepaid to:

In USA:

Security Freight
880 Grant Ave Blaine,
WA 98230
USA

In Canada:

White Rock Courier
#9-1600 Derwent Way
Delta, BC V3M 6M5
Canada

Be sure to include your email address and the Return Authorization number you were given. Please note that we can refund shipping costs only if the return is a result of defective merchandise.





Repairs

Please contact MIO Customer service at 1-877-770-1116 for information regarding repairs and post warranty service.

Register your Alpha

For full warranty service, register your MIO Alpha online at **mioglobal.com/alpha**.



Regulatory Information

Model Numbers

52P (ANT+) or 53P (*Bluetooth®* Smart)

European Union



This product is compliant with the Directive 1999/5/EC. The relevant Declaration of Conformity is available at:

mio.co/DoC

This crossed out wheeled bin marking shows that MIO products are electronic devices and are in the scope of Directive 2002/96/EC of the European Parliament and of the Council on waste electrical and electronic equipment (WEEE) and batteries and accumulators used in products are in the scope of Directive 2006/66/EC of the European Parliament and of the Council of 6 September 2006 on batteries and accumulators and waste batteries and accumulators.



These products and batteries/accumulators inside MIO products should thus be disposed of separately in EU countries.

USA

MIO has not approved any changes or modifications to this device by the user. Any change or modification could void the user's authority to operate the equipment.

FCC Regulatory Information

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.





If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

5. Reorient or relocate the receiving antenna.
6. Increase the separation between the equipment and receiver.
7. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
8. Consult the dealer or an experienced radio/TV technician for help.

This product emits radio frequency energy, but the radiated output power of this device is far below the FCC radio frequency exposure limits. This equipment complies with FCC RF radiation exposure limits forth for an uncontrolled environment. Nevertheless, the device should be used in such a manner that the potential for human contact with the antenna during normal operation is minimized.



Australia and New Zealand



N 14939

More Information

For more information in multiple languages, please visit
mioglobal.com/alpha

