



Warranty Disclaimer

Thank you for your interest in the products and services of Focus-Pouch.

This Limited Warranty applies to all physical goods, and only for physical goods, purchased from Focus-Pouch.

All Focus-Pouch products are assembled and tested manually by skilled workers and are delivered with the user guide covering the normal use and appropriate maintenance.

Focus-Pouch value full transparency regarding the common faults of their products and will always share full and honest feedback regarding claimed issues.

Below schedule explain in general what is and what is not covered by warranty.

Your success is Focus-Pouch priority
therefore any doubtful cases will be covered by warranty.

Our commitment:

Beyond the warranty period, Focus-Pouch remains committed to supporting our customers.

We strive to offer continued assistance and access to parts or services (which may be chargeable) for the reasonable lifetime of the product.

Focus-Pouch is continuously working on improvements to our products and services and may share information about our latest designs and system upgrades with our customers.

Sincerely

Simon Wilinski

Director



Focus-Pouch Team

Limited Warranty Schedule

1. Focus-Pouch products covered by this limited warranty
 - Smartphone pouches – all types
 - Unlocking devices – all types
2. How long does the coverage last?
 - The warranty period for products purchased from Focus-Pouch is 12 months from the date of delivery. This limited warranty does not affect your statutory rights under the Consumer Rights Act 2015 which state that goods must be of satisfactory quality, fit for purpose, and as described.
3. What will we do to resolve the issue?
 - During the warranty period, Focus-Pouch will, at its sole discretion, either repair or replace, at no cost to the customer, products or parts of a product that prove defective due to improper material or workmanship under normal use and appropriate maintenance.
 - Focus-Pouch will arrange for the collection of approved warranty items and the delivery of any repaired or replacement product to the customer, at no additional cost.
 - All warranty items and claims are subject to re-assessment by Focus-Pouch.
 - The findings of this assessment will be shared with the customer in a timely manner.
4. What do you have to do?
 - To obtain warranty service, you must:
 - o Contact Focus-Pouch to describe the problem and discuss the most appropriate solution.
 - o Once a warranty claim is approved, prepare the items for collection. Focus-Pouch will arrange and cover the cost of collecting these items for further inspection and processing

5. What does this limited warranty cover?

- This Limited Warranty covers any defects in material or workmanship under normal use and appropriate maintenance during the warranty period.
- Most common faults reported by users:

FAULT	CAUSE	SAMPLE	WARRANTY
<p>Pouch flaps not aligned correctly causing Pin to be offset to the locking mechanism</p>	<p>Common fault caused by manual manufacturing and assembling</p>		<p>User guide is supplied with every pouch to overcome this fault. Pouch will be replaced if the fault cannot be rectified</p>
<p>Pin stuck inside the locking mechanism, pouch will not open</p>	<p>In all reported cases this fault was caused by bent pin forced into the locking mechanism</p>		<p>Pouch needs to be opened by other means. Fault to be assessed. Pouch will be replaced if the fault is related to manufacturing</p>
<p>Back cover of the locking mechanism fallen off its place</p>	<p>Manufacturing fault</p>		<p>Pouch will be replaced if both parts of locking mechanism are clear of any signs of damage or misuse</p>

6. What does this limited warranty not cover?

- This Limited Warranty does not cover any problems that are caused by conditions, malfunctions or damage not resulting from defects in material or workmanship
- Damage resulting from accident, misuse, abuse, neglect, improper storage or unauthorized modification or repair
- Failure to follow proper care, cleaning, or maintenance instructions provided with the product
- This warranty does not cover damage caused by personalisation of the product
- This warranty does not cover any damage to the items stored inside the pouches
- This warranty does not cover lost items due to their signal blocking capabilities
- Examples of defects not covered by warranty:

<p>BENT PIN CAUSED BY USE OF EXCESSIVE FORCE, MISSING (REMOVED) PIN</p>			
<p>ANY DAMAGE TO THE ELEMENTS OF THE LOCKING MECHANISM</p>			
			
<p>CUTS/RIPS TO THE MATERIAL</p>			
<p>DAMAGE CAUSED BY USER PERSONALISATION</p>			<p>THE PERSONALISATION SUCH AS DRAWINGS OR COLOURED STICKERS DO NOT HAVE ANY NEGATIVE IMPACT ON THE POUCH WORKING PRINCIPLES. POUCHES SHOULD NOT BE CUT, PIERCED, GLUED OR CLEANED WITH SOLVENTS.</p>

USER GUIDE AND APPROPRIATE MAINTENANCE

FOCUS-POUCH

THANK YOU FOR CHOOSING FOCUS-POUCH
HERE IS A QUICK GUIDE OF HOW TO USE IT



WHEN ARRIVING AT SCHOOL PLACE YOUR SMARTPHONE IN THE POUCH



CLOSE THE POUCH BY GENTLY PRESSING THE PIN DO NOT FORCE IT YOU MAY HAVE TO MOVE THE FLAPS FOR PIN TO ALIGN



PLACE THE POUCH IN THE BAG AND SWITCH ON THE LEARNING MODE



AT THE END OF SCHOOL UNLOCK THE POUCH BY TAPPING ON THE UNLOCKING BASE



FOCUS-POUCH

PLEASE REMEMBER THE POUCH IS NOT A TOY YOU ARE RESPONSIBLE FOR IT SO KEEP IT CLEAN AND IN GOOD WORKING CONDITION



USE IT AS INTENDED ONLY
SWITCH OFF FROM SOCIAL MEDIA AND ENJOY THE TIME AT SCHOOL WITH YOUR TEACHERS, FRIENDS AND FELLOW STUDENTS
FOLLOW SCHOOL GUIDANCE AND POLICIES
REPORT ANY ISSUES WITH THE POUCH IMMEDIATELY
CLEAN IT WITH DAMP CLOTH

DO NOT DAMAGE THE POUCH BY ANY MEANS
DO NOT TAMPER WITH LOCKING MECHANISM WITH PHONE LOCKED INSIDE
KEEP IT AWAY FROM DIRECT SUN
KEEP AWAY FROM FIRE
DO NOT WASH IN WASHING MACHINE
OR DRY IN TUMBLE DRYER