

Shimmer Warranty

Shimmer offers 12 months parts and labour on all equipment as standard starting from the date of dispatch. The warranty shall not apply to any product or component thereof which has been repaired or altered by anyone other than Shimmer in any manner so as, in Shimmer's judgment, to affect its serviceability, or any product been subject to alteration, accident, misuse, abuse, neglect or abnormal wear. Only the terms expressed in this Warranty shall apply and no distributor, corporation or individual is authorized to amend, modify or extend this Warranty in any way.

Shimmer – Support Policy

Shimmer platforms enable a wide variety of researchers to explore a variety of application including wearable sensing and wireless communication. We are committed to transparency in explaining how our systems work; what they can and cannot do, and why; and providing and actively maintaining a huge body of open source software and product documentation. Obviously, these assets cannot substitute for dedicated training or appropriate technical staffing.

As fitting an open-ended research product, we provide guidance-by-example. We provide all customers with tools to validate the capabilities of our products upon arrival.

Support does not include:

- support for 3rd party hardware, software, mailing lists or web content
- writing or debugging customer applications and deployments
- detailed explanations of the engineering principles behind our software and hardware
- support for systemic problems beyond the scope of the actual shimmer devices and existing systems software (IT issues, computer operation)
- support for customers whose conduct fails to meet professional standards

Occasionally we engage in more interactive support or consulting. Interactive support is a customer courtesy and provided at our discretion. It does not invalidate the support policy described above. There is no guarantee of performance, timeliness, or establishment of a continuous support relationship. Consulting is subject to acceptance of a formal statement of work.