

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:

- Anything beyond the scope that is defined within our Support Policy document, available on Shimmersensing.com – '[Shimmer Support Policy](#)'.
- 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.

Shimmer Hardware Support Policy Process

If a malfunction does arise with your Shimmer sensors, we will do our best to get a resolution for you as swiftly as possible. Our typical process is as follows:

Step 1: Please contact our support team by completing the support form on SHIMMERSENSING.COM website. A team member will be in touch with you as soon as possible. Provide as much information as possible supported with screen shots for illustration.

Step 2: If deemed necessary after remote debugging actions, the Shimmer support engineer will determine if an RMA is necessary, and also communicate the type of RMA that the issue falls into for example a warranty repair or a non-warranty repair.

You will be asked to complete an RMA form, please ensure that you have your Sales number 'S#' to hand as this is required for to complete the form. If this is not available, contact info@shimmersensing.com for assistance, and we can trace your order.

Step 3: Only if deemed necessary, Shimmer quality engineer will instruct the return of items for inspection. Shimmer is not responsible for the cost of any returned items unless otherwise specified. Upon receipt of the items to our manufacturing facility, a root cause of the malfunction will be determined and any cost of rework outside of warranty will be communicated to the customer before re-work begins.

Step 4: Before any re-work goes ahead, payment will be established beforehand and work will be carried out on the malfunctioning units.
