

VINCENTA LTD

Refurbished Hardware Limited Warranty Policy

Last Updated: August 2026

1. Overview & Policy Scope

This Refurbished Hardware Limited Warranty Policy ("Warranty") applies to pre-configured Texas Instruments TI-Nspire™ CX and CX II handheld graphing calculators ("Hardware") sold directly by **Vincenta Ltd** (Company Registration No. 17407840, registered office at Suite A, 82 James Carter Road, Mildenhall, IP28 7DE, UK).

Every refurbished handheld supplied by Vincenta Ltd undergoes a multi-point inspection protocol prior to dispatch, including keypad matrix testing, display calibration, battery retention evaluation, and port connectivity verification.

2. 90-Day (3-Month) Limited Warranty Term

Vincenta Ltd warrants to the original purchaser that the Hardware will be free from internal mechanical and electronic defects in materials and workmanship for a period of **ninety (90) calendar days** from the verified date of delivery ("Warranty Period").

3. What Is Covered

During the Warranty Period, this Warranty covers internal component and manufacturing failures occurring under normal operational use, including:

- **Motherboard & Processor:** Spontaneous failure of the main board, CPU, or internal flash memory.
 - **Keypad Matrix:** Spontaneous failure of physical keypad buttons or directional touchpad inputs.
 - **Display Assembly:** Internal LCD screen or backlight failure not caused by external impact.
 - **Power & Charging:** Failure of the internal rechargeable battery to hold a charge or receive power via standard USB charging.
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4. What Is Excluded (Warranty Limitations)

This Warranty covers only internal component defects and does not apply to:

1. **Physical & Impact Damage:** Cracked, broken, or shattered screens, damaged casing, or broken battery doors caused by drops, crushing, or external force.

2. **Liquid & Environmental Damage:** Damage, short circuits, or internal oxidation caused by water, saltwater, rain, high humidity, condensation, or chemical exposure.
 3. **Electrical Misuse:** Damage resulting from incorrect charging voltage, non-standard USB power supplies, or power surges.
 4. **Cosmetic Wear & Tear:** Superficial scratches, scuffs, or minor casing discoloration present at the time of purchase or occurring through routine handling.
 5. **Hardware Modification:** Damage resulting from unauthorized disassembly, hardware modification, or physical tampering.
 6. **Software Tampering:** Bricking or operational failure caused by attempting to flash unauthorized custom firmware or third-party operating system hacks.
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5. Warranty Claim & Return Procedure

If you experience an operational issue with your Hardware during the Warranty Period:

1. **Initiate Claim:** Contact Vincenta Support via email at support@vincenta.co.uk with your order reference number, calculator Product ID, and a description/photo of the issue.
 2. **Technical Assessment:** Our support team will review the claim to determine whether the issue can be resolved via software troubleshooting or if a hardware return is required.
 3. **Return Authorization:** If a return is authorized, you will receive return instructions. The Hardware must be safely packaged and shipped back for inspection.
 4. **Remedy:** Upon receipt and physical verification that the failure is covered under this Policy, Vincenta Ltd will, at its discretion:
 - **Repair** the defective Hardware at no charge;
 - **Replace** the unit with an equivalent tested refurbished handheld pre-loaded with your Vincenta licence; or
 - **Refund** the hardware portion of your purchase price.
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6. Statutory Rights

This Warranty is provided in addition to, and does not affect or diminish, your statutory rights under the **UK Consumer Rights Act 2015** or other mandatory consumer protection laws in your jurisdiction.

Corporate Information

Vincenta Ltd

Company Registration Number: 17407840 (England and Wales)

Registered Office: Suite A, 82 James Carter Road, Mildenhall, IP28 7DE, UK

Official Website: <https://www.vincenta.co.uk>

Support Email: support@vincenta.co.uk

"When systems fail, the stars remain."