

Keep Connect Limited Warranty

Johnson Creative, LLC provides a limited warranty on all eligible Johnson Creative, LLC products sold in the United States. The limited warranty covers failures due to defects in material or workmanship on devices. Packaging, software products, and technical data are not covered under the limited warranty. The limited warranty is only applicable to the original purchaser of the product. Proof of purchase and a complete product serial number are required to receive any services guaranteed as part of the limited warranty. The maximum liability of Johnson Creative, LLC is equal to and no higher than the product's purchase price.

Johnson Creative, LLC does not provide refunds under the limited warranty in any conditions. Johnson Creative, LLC will replace defective units with factory refurbished products. If a factory refurbished unit is not available, then the defective unit will be replaced with a brand new product. If the defective unit is discontinued, Johnson Creative, LLC will replace it with product(s) of equivalent value and features. Product Warranty periods do not renew with replacement units. The original purchase date and warranty period will apply to replacement products.

The Keep Connect Pro and Standard Edition warranty period is 12 months.