



LIMITED WARRANTY CERTIFICATE

Cryptnox Limited Warranty

ISSUED BY CRYPTNOX SA · SWITZERLAND

20 YEARS

Cryptnox crypto hardware wallet

Passive, battery-free-smart-card wallet.

2 YEARS

All other Cryptnox products

FIDO2 security key cards, smart card readers, RFID/NFC blocking card, and accessories.

Cryptnox SA ("Cryptnox") warrants that its products are free from defects in materials and workmanship under normal use for the applicable period shown above, from the date of original retail purchase from Cryptnox or an authorised reseller (including Amazon), on presentation of a valid proof of purchase (e.g. an order confirmation or invoice showing the product, seller and date). The 20-year period reflects the long service life of the passive, battery-free wallet card. This limited warranty applies worldwide and, in every country, is in addition to and does not affect any mandatory consumer rights you have under the law of your country of residence.

WHAT IS COVERED · REMEDY

Defects in materials and workmanship, and failure to operate as described in the official documentation due to a manufacturing defect, under normal intended use.

If Cryptnox inspects a returned product and confirms a covered defect, it will repair or replace it (or supply an equivalent) free of charge, at Cryptnox's option. This voluntary warranty does not replace or limit your statutory remedies (repair, replacement, price reduction or refund) under mandatory consumer law. If no manufacturing defect is confirmed, Cryptnox may decline the claim.

WHAT IS NOT COVERED

- ⦿ Normal wear, cosmetic damage not affecting function, bending, and physical or liquid damage from use outside the product's stated specifications.
- ⦿ Misuse, accident, abuse, or use outside documented operating conditions.
- ⦿ Products modified, cut, tampered with, or altered, or with removed/defaced identifiers.
- ⦿ Lost or stolen products; third-party software, applications, or online services.

IMPORTANT — KEYS, FUNDS & DATA

This warranty covers the physical product only. Cryptnox is not responsible for any loss of cryptocurrency, digital assets, private keys, PIN/PUK, credentials or recovery information arising from your backup practices, third-party software or services, market movements, or any cause other than a confirmed manufacturing defect of the product. You are solely responsible for your own backup — for example, initialising a Cryptnox dual-card set so a backup card holds the same keys. Because the wallet is non-custodial, Cryptnox cannot access, recover or restore your keys, credentials or funds; a replacement product is supplied blank/uninitialised. No product is 100% secure: the wallet strengthens key protection but cannot prevent loss caused by physical attack, side-channel exploits, malware, user error or backup failure.

LIMITATION OF LIABILITY

To the maximum extent permitted by applicable law: (a) your remedy under this voluntary warranty is repair or replacement, and your mandatory statutory remedies remain unaffected; (b) Cryptnox shall not be liable for any loss of cryptocurrency, digital assets, keys, credentials, or data, nor for any indirect, incidental, special, consequential, or punitive damages, or loss of profits, however caused; and (c) Cryptnox's total aggregate liability in connection with a product shall not exceed the amount you paid for it. Some jurisdictions do not allow certain exclusions, so parts of the above may not apply to you.

Nothing in this warranty excludes or limits liability for death or personal injury caused by Cryptnox's negligence, for fraud or fraudulent misrepresentation, for gross negligence or wilful intent, or for any liability that cannot lawfully be excluded or limited under applicable law.

HOW TO MAKE A CLAIM · YOUR STATUTORY RIGHTS

Contact Cryptnox at <https://cryptnox.com/contact/> with your proof of purchase and a description of the issue; do not return any product before receiving instructions. This limited warranty is provided voluntarily, is in addition to and does not affect your mandatory statutory consumer rights, and is governed by the laws of Switzerland (excluding the UN CISG); the courts at Cryptnox SA's registered office in Carouge (Geneva), Switzerland have jurisdiction, without prejudice to your mandatory consumer rights or any right to bring proceedings in your country of residence.

YOUR CONSUMER RIGHTS BY REGION

United States	This is a limited warranty. Any implied warranties (including merchantability and fitness for a particular purpose) are limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above may not apply to you. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.
European Union	This voluntary warranty supplements, and does not replace, your mandatory legal guarantee of conformity (minimum two years) under Directive (EU) 2019/771. EU Responsible Person (GPSR, Reg. (EU) 2023/988): Cryptnox SA, 36 Av. Cardinal-Mermillod, 1227 Carouge (GE), Switzerland [interim placeholder — an EU-based Responsible Person will be appointed].
Great Britain	In addition to and without affecting your non-excludable rights under the Consumer Rights Act 2015 (goods must be of satisfactory quality, fit for purpose and as described).
All other countries	This warranty applies worldwide and is in addition to any mandatory consumer-protection rights under your local law, which prevail over any conflicting term of this warranty.
Purchase channel	For purchases via Amazon, Amazon's returns/refund policy also applies. For direct distance purchases (e.g. in the EU/GB), a statutory withdrawal/return period (14 days) applies in addition to this warranty.