

Warranty

Awakened Audioworks — DIC, Booster, and Conduits

Effective Date: 05 January 2025 | Last Updated: 29 June 2026

1. What's Covered

This warranty applies equally to new and refurbished devices purchased from Awakened Audioworks, for the following periods from the date of purchase:

- **Phone (the Android device DIC is installed on):** 1 year
- **Booster:** 1 year
- **Cables (all included cables):** 1 year
- **Case:** 6 months
- **Conduit** — Electrodes (if you ordered the Strap-On): none
- **Conduits** — Genny and LDAD: 1 year

Coverage means repair or replacement of a covered item that fails due to a defect in materials or workmanship under normal use, with you covering the return shipping and us covering the shipping back to you, subject to the exclusions in Section 3.

Make sure to contact us first before sending back your device; Your problem might be easily resolved in a tech support call.

2. What's Not Covered

Electrodes are not covered under this warranty. Electrode pads are a consumable, personal-contact item with a limited usable life under normal use, not a manufacturing-defect item. If you need replacements, any major retailer that sells generic TENS/EMS electrode pads will work — just confirm the pads use a **3.5mm snap connector** to match your Strap-On lead wires.

3. What Voids This Warranty

This warranty does not cover damage or failure caused by:

- Tampering, unauthorized modification, or unauthorized repair
- Drops, impact, or other physical damage
- Exposure to water, moisture, or submersion, unless the specific component is explicitly rated for that exposure
- Use of a charger, cable, or accessory not provided or recommended by Awakened Audioworks
- Use contrary to the guidance in the User Manual, Setup Guide, Electrical Safety, or Warnings and Advisories documents — for example, plugging a TENS snap cord directly into Booster's output jack without the included splitter

- Normal wear and tear
- A removed, altered, or illegible serial number

4. How to Make a Claim

Email AWAKENEDAUDIOWORKS@GMAIL.COM with your order number, the serial number of the affected item, a description of the issue, and your DIC pics if the issue is visible. We may ask you to send the item back to us. If your claim is approved, we will repair the item or replace it with a new or refurbished equivalent, at our discretion.

5. How This Relates to Other Policies

This warranty covers defects over the periods listed in Section 1. It is separate from, and works alongside, the Mostly Money-Back Guarantee, which covers a change-of-mind return within 45 calendar days of purchase regardless of defect.

Please also consult our Terms & Conditions and Electrical Safety documents as well. Our warranty is passed along from third-party manufacturers of parts and components of the DIC.

6. Your Statutory Rights

Nothing in this warranty limits any non-waivable consumer protection right you may have under the law of your jurisdiction.

7. Not Being a Dick (a.k.a. Replacements and Refurbishment)

Our vision, mission and ethics statements reflect our commitment to standing behind our product and offering fair exchange of service. If any part of your DIC broke after your warranty expired, get in touch with us and see what we can offer. We might be able to replace or refurbish your DIC for a monetary sum that is smaller than the suggested retail price of a new or listed DIC.

8. Contact Us

AWAKENEDAUDIOWORKS@GMAIL.COM or +1 234 200 6697.