



totwoo

1. Our Commitment to Better Emotional Connections

Thank you for choosing Totwoo smart jewelry. Our products are designed to blend technology with jewelry craftsmanship, offering users an enhanced emotional experience.

Please carefully read this document and other related materials before using Totwoo smart jewelry, the associated application, or any other services. Failure to follow these instructions may result in product damage, malfunction, or even personal injury.

2. Support and Questions

If you have any inquiries regarding the initial setup or operation of your Totwoo smart jewelry, mobile application, or any other associated services, or if you encounter any product-related issues, please consult our Frequently Asked Questions (FAQ) page at <https://totwooglobal.store/pages/how-it-works>. Alternatively, you may contact our dedicated customer support team via email at support@totwoo.com. Our team is committed to providing you with prompt and effective assistance to ensure an optimal experience with your Totwoo products and services.

3. Safety Information

Usage Environment:

- Avoid using the product in extreme temperature environments.
- Ensure the charging port is free from liquids or sweat during charging.

Wearing Precautions:

- Do not wear the product while bathing or swimming.
- Avoid contact with hard materials such as metal, ceramic, and stone objects to prevent scratches.
- To prevent accidental ingestion, keep jewelry away from children and pets. We recommend using a dedicated storage box for safe keeping. The jewelry contains lithium batteries, which can be dangerous if swallowed. Seek immediate medical attention if ingestion occurs.
- Never use the jewelry in a destructive manner and comply with all relevant laws regarding jewelry use.
- If the jewelry emits any unusual noises, discontinue use and contact customer service for assistance.
- If you experience a sensation of heat, remove the product immediately.

4. Usage, Care, and Maintenance

Charging:

- When completely discharged, charging typically takes between 70-100 minutes, depending on the initial charge level of the Totwoo smart jewelry.
- Only use the original Totwoo charger.
- The charger is not waterproof and is for indoor use only. Do not use or store the charger in humid environments such as bathrooms.
- The operating temperature range is -10 to 52°C / 14 to 125°F. Charging at room temperature is recommended.
- The charger input connector is USB Type-A with a nominal voltage of 5V USB.
- Connect and disconnect the charger correctly to prevent damage. Ensure you hold the plug, not the cable, when connecting or disconnecting.

- If the device is not used for an extended period, it is recommended to charge it once every 3-6 months to maintain battery health and extend its lifespan.

Battery:

- The device contains a non-replaceable built-in battery with a typical usage time of 3-7 days.
- The product contains a non-removable lithium battery. Do not attempt to replace the battery yourself.

Connectivity:

- Totwoo smart jewelry uses Bluetooth Low Energy (Bluetooth Smart) transmission technology and supports firmware update capabilities.
- Firmware updates are performed automatically through the application.

Application:

- The Totwoo App supports smartphones running Android 6.0 or iOS 14.0 and above.
- The application can be downloaded from the App Store and Google Play.
- Encrypted Bluetooth communication is used between Totwoo smart jewelry and the application to ensure security.

5. Warranty Statement

For one year from the date of purchase, we will repair or replace the product free of charge if it malfunctions due to material or workmanship defects. This warranty does not cover normal wear and tear, accidental damage, or damage resulting from improper use.

6. Disposal and Recycling

Special handling may be required when disposing of Totwoo smart jewelry (and its internal battery) according to applicable local laws and regulations.

The charger is an electronic device and should be recycled in accordance with local electronic product recycling regulations.

Before disposing of Totwoo smart jewelry, please review the relevant instructions and perform a factory reset.

7. Intellectual Property Rights

This product and its related services and technologies are protected by local and international copyright, trademark, patent, and other intellectual property laws. We own or have obtained authorization to use all intellectual property rights involved in this product.

Copyright:

The software, documentation, design, and other related materials of this product are original works protected by copyright law. No individual or entity may copy, modify, distribute, display, or otherwise utilize these materials without explicit written permission. Any violation of copyright law will be subject to legal liability.

Trademarks:

All trademarks, logos, and brand names used in this product and service are our registered trademarks or trademarks used under authorization. The use, reproduction, or imitation of these trademarks is prohibited without our explicit written permission. Any infringement may result in legal action.

Patents:

This product may contain innovative technologies protected by local patent laws. We reserve the right to take legal action against any patent infringement, including claims for damages and injunctive relief.

Confidential Information:

This product may involve our trade secrets and confidential information. Users agree not to disclose, disseminate, or utilize this information in any way unless authorized in writing by us. Any violation of confidentiality agreements will be subject to legal prosecution.

License Restrictions:

Users are granted a limited, revocable, non-exclusive license for personal, non-commercial use only. Users may not reverse engineer, decompile, or attempt to extract the source code of this product in any way. Any violation of the license agreement will result in termination of the license and may lead to legal liability.

8. Liability Statement

We reserve the right to take legal action against any infringement of our intellectual property rights. Users should comply with all applicable intellectual property laws and terms when using this product. Any unauthorized use may result in legal liability.

9. Liability and Disclaimer Clauses**Limitation of Liability:**

Under no circumstances will our liability exceed the purchase price of the product. We assume no responsibility for any damages (including but not limited to personal injury, business interruption, or data loss) resulting from the use or inability to use the product.

Users should understand and accept all risks associated with using this product. Users should follow all safety operation guidelines during use to reduce risks.

Users should regularly check the product's status and functionality to ensure proper operation.

Disclaimer:

The services are provided to you "as is with all faults" and "as available "without warranty of any kind . And our and its subsidiaries, affiliates, officers, directors, employees representatives, agents, partners and licensors hereby disclaim all warranties and conditions with respect to the services whether express or implied and expressly disclaims any implied warranties of title, Merchantability, fitness for a particular purpose satisfactory quality and non-infringement Totwoo does not warrant against interference with your enjoyment of the services, the availability of content, that the functions contained in the services will meet your requirements. That the services will be free of viruses or other harmful components,

That the operation of the services will be uninterrupted or error-free, that defects in the services will be corrected, or that the functions contained in the services will function with other mobile apps or hardware, or within a system.no oral or written information or advice given by Totwoo or an Totwoo authorized representative shall create a warranty, some jurisdictions do not allow the exclusion of implied warranties or limitations on applicable statutory rights of a consumer, so the above exclusion may not apply.

Notwithstanding the foregoing, Totwoo warrants to the original end user purchaser that the product is free from defects in material and workmanship for one (1) year from the date of purchase. If your local law in effect at the time of purchase requires a warranty period longer than one(1) year this warranty shall be extended to the extent required by such law, within the warranty period, Totwoo shall repair or replace at no charge to you any components of the product that fail the limited warranty provided. You shall be responsible for any related transportation charges. Replacement products maybe new or refurbished at our discretion. this limited warranty does not apply to (i) normal wear and tear, including scratches and dents.(ii) consumable parts included in the product, such as batteries, unless product damage has occurred due to a defect in materials or workmanship; (iii) damage resulting from your failure to use the product in accordance with the instructions accompanying the Totwoo product or available at the website, (iv) damage resulting from an accident, flood, fire, misuse, or abuse;(v) damage resulting from service performed. Or damage resulting from tampering or alterations to the product ,by anyone not authorized by Totwoo; or (vi) use of the product with any other application or software than the mobile app.

Totwoo reserves the exclusive right to repair or replace the product or provide a full refund at its sole discretion. This remedy shall be your sole and exclusive remedy for any breach of this limited warranty. Warranty repairs and replacements are covered by a new warranty period of ninety (90) days or the remainder of the original one-year warranty period, whichever is longer.

Applicable Law:

Some jurisdictions do not allow the exclusion of implied warranties or limitations on applicable statutory rights of consumers, so the above exclusions may not apply. In such cases, our liability will be limited to the maximum extent permitted by law. Users should refer to the laws in their region to understand their specific rights.

10. Data Privacy and Security

Data Security Commitment:

We are committed to protecting your personal information and data security. By implementing strict security measures, we ensure that all data is adequately protected during transmission and storage. Our data security policies comply with international standards and aim to provide users with a secure and reliable user experience.

Encryption Technology:

Totwoo smart jewelry transmits data through encrypted Bluetooth connections, ensuring that data is not intercepted or tampered with during transmission.

We use AES-256 standard encryption technology to ensure end-to-end encryption protection for all data during transmission. This encryption standard is widely used in financial and government sectors and is currently recognized as one of the most secure encryption standards.

Data Access Control:

All collected data is securely stored with our cloud service providers. We only partner with service providers that meet strict data protection standards.

We have implemented strict data access control mechanisms to ensure that only authorized personnel can access your personal data. All access activities are logged and monitored to prevent unauthorized access and ensure data security.

Users can access and manage their data permissions through the application, including viewing, deleting, and downloading personal data. If a user requests data deletion, we will process it promptly and confirm that the data has been completely deleted.

User Control:

Users can manage their data permissions through the application settings.
We provide transparent choices to ensure users have full control over their data usage and storage.
To revoke data access permissions, please follow the steps in the application.

Legal Compliance:

When using this product, users need to comply with local laws and regulations regarding privacy and data protection. For legal resources and information, please visit our official website, where we provide relevant legal links to help you learn more.

Privacy Statement:

We are committed to protecting user privacy. All collected data is used only for purposes authorized by the user and will not be used for other purposes. For detailed privacy policy, please refer to our official website.

11. Functional Description

Connectivity Features:

Totwoo smart jewelry is based on Bluetooth Low Energy technology, connecting with smartphones to achieve efficient and stable communication.
The jewelry connects to the other party's smartphone and Totwoo smart jewelry through the mobile network of the smartphone, supporting remote interaction functions.
Bluetooth connection ensures low power consumption and long-term stable use, suitable for all-day wear.

Usage Guide:

Ensure that the Bluetooth function of the smartphone is turned on and paired with the Totwoo application.
You can view the connection status and manage connected devices in the application.
Regularly check the device status to ensure optimal performance.

FCC Statement

1. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference.
(2) This device must accept any interference received, including interference that may cause undesired operation.
2. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
Note: This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The device has been evaluated to meet general RF exposure requirement.

The device can be used in portable exposure condition without restriction.

CE certification

This product has obtained CE (CONFORMITE EUROPEENNE) certification, complying with mandatory EU safety requirements, allowing free circulation in the EU market, and certifying product safety rather than quality standards.

RoHS Directive

This product complies with the European Union's RoHS (Restriction of Hazardous Substances) Directive (2011/65/EU), which restricts the use of hazardous substances such as lead, cadmium, mercury, hexavalent chromium, polybrominated biphenyls, and polybrominated diphenyl ethers. We are committed to adhering to the latest environmental standards, ensuring product safety and environmental friendliness. For detailed information, please visit our official website.