

Software Warranty Policy

Software edition | Updated September 26, 2026

1. Scope: software on your device

This policy applies to FarmerMind AI software downloaded for supported Windows and Android devices. FarmerMind currently offers software for installation on devices owned or controlled by users; an AI Cube, computer, phone, sensor, power adapter or cable is not included. "Device" in this policy means your own compatible device.

2. What this policy provides

This policy explains software limitations, support routes and how to request help. It does not create a new fixed-duration hardware warranty or a service-level agreement. Any specific express commitment made in your purchase terms remains applicable, as do rights and remedies that cannot lawfully be excluded.

3. Software performance and AI outputs

Except for express commitments that apply to your purchase and non-excludable legal rights, the software and its outputs are provided AS IS and AS AVAILABLE. To the extent permitted by law, FarmerMind disclaims implied warranties of merchantability, fitness for a particular purpose, title and non-infringement. The software is not guaranteed to be uninterrupted, error-free or compatible with every device.

4. Farming decisions remain local

Diagnoses, forecasts, yield estimates, schedules, price references and other outputs support decisions. They may be incomplete, incorrect or out of date. They do not guarantee harvests, profits, pest control, grant eligibility or access to buyers. Verify important decisions with qualified local advice, current conditions and applicable product labels and laws.

5. Compatibility, connectivity and updates

Check the current store listing, release notes and installed edition for device requirements and available tools. Offline records, bundled guidance and cached information differ from fresh online data. Downloads, updates, connected services and refreshed information require connectivity. Windows and Android features may differ; a feature described for one edition is not a promise for another.

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6. Requesting software support

Email info@farmermind.ai with your app version, Windows or Android version, device model, installation channel, a description of the issue and steps that reproduce it. Include an order reference if the issue concerns a paid purchase. Send only the diagnostic information needed; remove passwords, payment details and unrelated personal or farm information.

7. How issues are handled

Support may suggest troubleshooting, a configuration change, a reinstall, a workaround or an available update. The appropriate remedy depends on the issue, the terms of your purchase and applicable law. This policy promises no fixed response time, repair deadline or guaranteed feature change. Do not send a physical device to FarmerMind unless separately instructed in writing.

8. Backups and third-party devices

Keep suitable backups or exports where the software supports them, especially before clearing app data, uninstalling, changing devices or applying major updates. FarmerMind does not provide a blanket promise of automatic cloud backup or cross-device synchronization. Device damage, operating-system faults, third-party software and network service are the responsibility of their respective providers, subject to applicable law.

9. Purchases, refunds and subscriptions

For app-store purchases, use the originating store's support and refund process and applicable purchase terms. For a direct FarmerMind purchase or website membership, contact support and use its applicable checkout and refund terms. Uninstalling software does not cancel a subscription. This policy does not impose a blanket no-refund rule or remove mandatory remedies.

10. Existing rights and earlier purchases

Nothing here removes an express warranty or remedy attached to an earlier purchase, including a previously sold AI Cube. A historical hardware claim remains subject to the terms supplied with that purchase and applicable law. This software policy does not retroactively replace those terms or turn a discontinued product into an unsupported claim.

11. Related documents and changes

Read the software License Agreement and applicable purchase terms. Changes apply prospectively when made available and, where required, notified or accepted. Nothing here excludes liability or consumer rights that cannot lawfully be excluded. Contact: FarmerMind AI LLC, 13423 Blanco Road #542, San Antonio, TX 78216, United States; info@farmermind.ai.