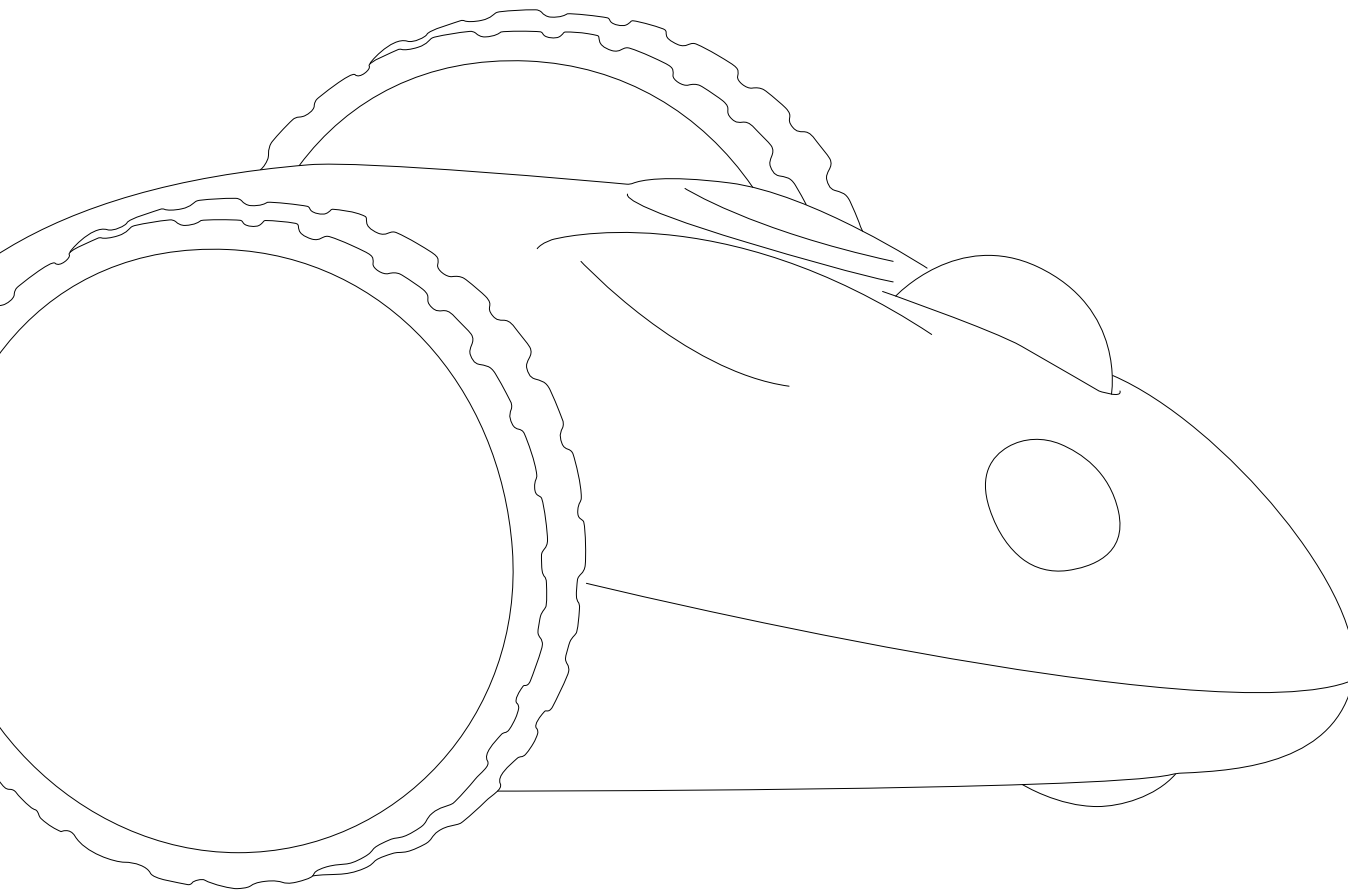
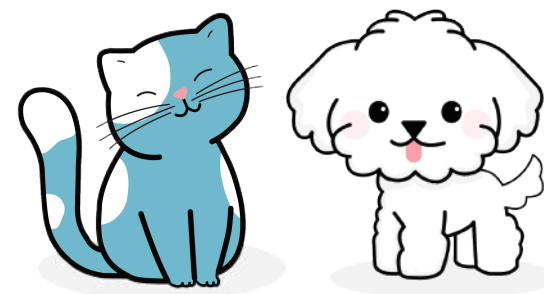




INSTACHEW
PURECHASE
SMART MOUSE

TABLE OF CONTENTS

OPERATION GUIDE	3
PACKING LIST	4
APP SETUP	5
PRODUCT OVERVIEW	6
FREQUENTLY ASKED QUESTIONS	7
RETURN POLICY	8
WARRANTY	9



OPERATION GUIDE

Please read this manual carefully before use to ensure safe use of Purechase Smart Mouse.

1. The device is especially designed for pets. This is not a child's toy. Please keep out of reach of children except under adult supervision.
2. Not a chew toy. Do not use it for heavy chewers. Always supervise your pet while your pet is playing.
3. Please take away the device if it is damaged, broken or falls apart, as this may lead to undesirable injuries.
4. Check the device regularly, in case the core is damaged and the electrical power hurts the pet (please be careful even the working voltage is very low).
5. Recommended to use the device where the ambient temperature is between 0°C and 40°C.
6. Do not operate while charging.

PRODUCT SET UP

1. Flip the toy over and attach the charger, charge until red charging indicator is dimmed.
2. Scan the QR code and download the app from the Appstore.

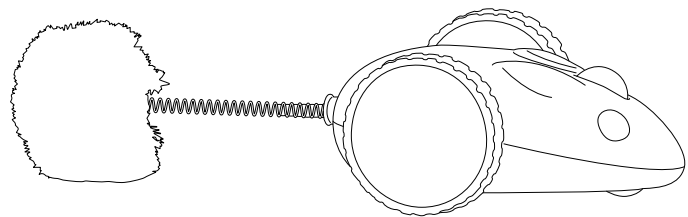
**SCAN THE QR CODE TO DOWNLOAD
THE INSTACHEW INFINITY APP
AND COMPLETE THE INSTALLATION.**



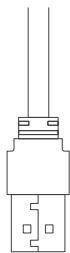
OPERATION

1. Once charging is complete, open the app and turn on the toy by clipping the switch next to the charging port.
2. Follow app instructions and connect to the device, the charging light will be "blue" once connected.
3. Your device is ready for operation! Follow instructions on phone for operation details..

PACKING LIST



PURECHASE*1



CABLE*1



INSTRUCTION MANUAL*1



PLUSH TOY REPLACEMENT*1

PRODUCT NAME: Purechase Smart Mouse

PRODUCT MODEL: IC127BK

PRODUCT SIZE: 2.75*1.5*6.6 (in)

WEIGHT: 22 LBS

MATERIAL: ABS PLASTIC

POWER: USB POWER SOURCE

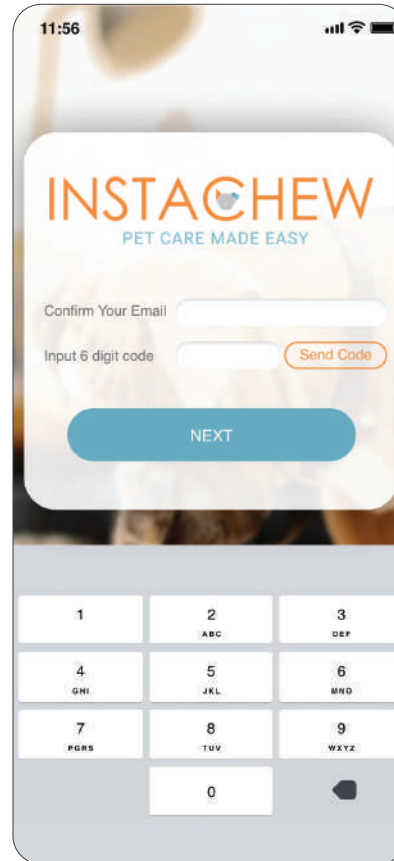
APP SETUP



1. Launch the Instachew Infinity App



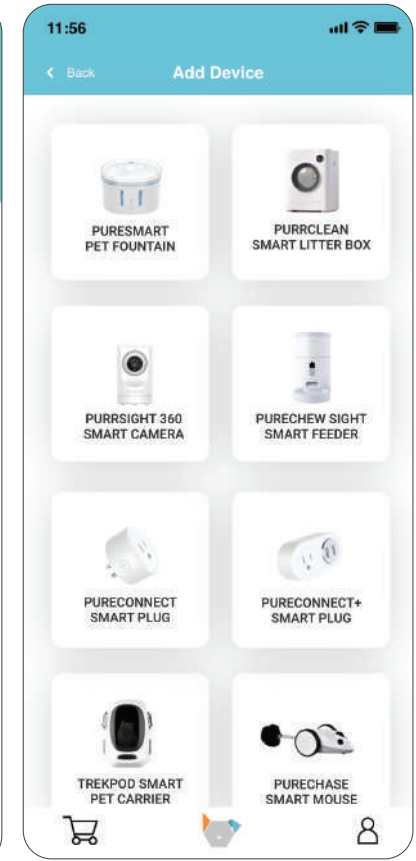
2. Click "Register" to create a new account.



3. After registering a new email, input the received **verification code** to continue creating your new account.

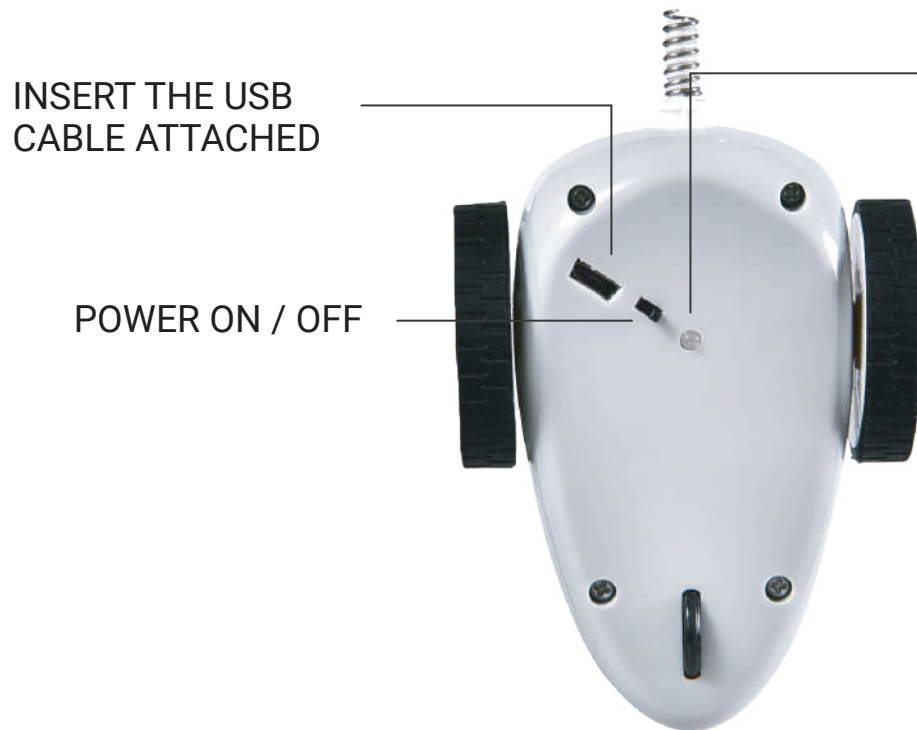


4. Start setting up your profile, adding your and your pet's informations.



5. You're all set! It's now time to link your device, by clicking "Add Device" in your homepage.

PRODUCT OVERVIEW



● CONNECTION INDICATOR

● CHARGING INDICATOR

FOR ALL PRODUCT INFORMATION,
CLICK [HERE](#) OR SCAN THE QR CODE



FREQUENTLY ASKED QUESTIONS

Does it go in a straight line?

No, it does not go in a straight line as it is meant to be to tease the cat. So, to make it easy to control via phone and let the cat play with it in specific areas, it is manufactured not to move in a straight line.

Can I control the mouse from a very far distance?

No. To operate it, the device being used must be close to the toy as it works with Bluetooth. The operational proximity depends on the general area covered by the device's sensitivity to Bluetooth.

Is the tail replaceable?

Yes. The tail is replaceable and it can be removed by twisting it.

Is it possible to use it without the app?

It can only be utilized via the app and cannot be used manually.

FOR MORE FAQs AND INFO ABOUT
THE PRODUCT, [CLICK HERE](#) OR
SCAN THE QR CODE



Call us: 1-866-922-5554

Inquiries: info@instachew.com

Support: service@instachew.com

30-DAY SATISFACTION GUARANTEED RETURN POLICY

All of our products purchased directly from Instachew.com are returnable within 30 days from the date of delivery. Please email service@instachew.com with your proof of purchase and reason for return.

For larger products, The PurrClean, directly purchased from Instachew.com only, are returnable within 60 days from date of delivery.

For items purchased through Instachew's authorized resellers and distributors, all customers must adhere to those resellers and distributors' respective policies for refunds and returns.

TO BE ELIGIBLE FOR A FULL REFUND, YOUR ITEM MUST HAVE/BE:

- Gently used.
- In good physical condition without any damage.
- Clean condition (a cleaning fee will be charged if the unit is returned with litter or waste).
- Must be in the original packaging (including all the accessories).
- Receipt or proof of purchase.

ADDITIONAL TERMS AND CONDITIONS:

- You are responsible for the return shipping charges if you are reaching out for warranty coverage.
- Your purchase price will be refunded through the original payment method with 7-10 business days.
- Instachew cannot be held responsible for any lost packages during the return process.
- For items received as a gift, you will need to provide the order number or proof of purchase received by the purchaser. Instachew is only able to issue a refund to the original payment method used by the purchaser.

RETURN POLICY FREQUENTLY ASKED QUESTIONS

How do I receive a refund if I'm unhappy with my Device?

Our products come with a 30-day or 60-day trial period. If for any reason you are dissatisfied with your purchase. You must only pay for return shipping. If you bought the device from a third-party reseller, kindly get in touch with your point of purchase for further assistance. In terms of the warranty, we can help you, but not in terms of the reimbursement.

Do I need an RMA number for a return? How do I get this?

- A. To enable us to easily identify the returned unit, it's essential to include an RMA (Return Merchandise Authorization) number and your name on the box. To acquire an RMA number, please get in touch with Instachew Customer Support.
- B. There's no need to obtain an RMA. To enable us to easily identify the returned unit, it's essential to include your full name on the box and make sure to provide us with return tracking information.

Do you offer a return shipping service?

We can provide a return shipping label and deduct the shipping cost from your refund.

Can I return or exchange after purchase?

If you are unhappy with your purchase, you have 30 days (from the date you received it) to return or exchange it. If you find any defects or need to return an item, please reach out to our customer service team at service@instachew.com.

Please note however, that our Return & Exchange Policy doesn't extend to damages caused by negligence, accidents, misuse, abuse, or product modification.

WARRANTY

The warranty for our product will be valid for a duration of one year starting from the purchase date. To be eligible for the warranty, you will need to provide a proof of purchase, such as a receipt from Instachew or one of its authorized retailers.

The warranty provided does not extend to consumable parts that undergo normal wear and tear, such as batteries. It also does not cover damages resulting from the following:

- Physical or water damage.
- Unauthorized repair, modification, disassembly, or opening of the product's chassis.
- Improper operation, maintenance, or use contrary to product instructions or connection to an improper voltage supply.
- Negligent or careless use or operation of the product.
- Use of consumables, parts, or accessories, including batteries, not produced or recommended by Instachew unless prohibited by applicable law.

Moreover, this warranty does not cover products that meet any of the following conditions:

- Used outside the country of purchase.
- Purchased from a non-authorized Instachew dealer.
- Repaired or modified by parties not affiliated with instachew.com or its authorized agents.
- Serial numbers have been tampered with or removed.
- Damaged from external sources such as transit, weather, electrical outages, or power surges, to the extent allowed by applicable law.

WARRANTY FREQUENTLY ASKED QUESTIONS

How to initiate a warranty claim

When reaching out to our customer support team regarding a warranty claim, kindly include a detailed description of the product in question, elaborate on the problem you are facing with the product, and attach a valid proof of purchase for verification purposes.

For items received as a gift

You will need to provide the order number received by the purchaser if it was directly purchased from Instachew or a copy of the proof of purchase if purchased from one of our authorized retailers.

Are there any costs associated with making a warranty claim?

You will be responsible for all return shipping charges and will bear all risk of loss or damage to the product while it is in route to us. For your protection, we recommend that you choose a traceable shipping option.

What actions will void the warranty?

Please be aware that damages resulting from negligence, accidents, misuse, abuse, or product modification are not covered by our Return & Exchange Policy.

What does the warranty cover?

To confirm your eligibility and ensure that your issue cannot be resolved through technical support, we recommend visiting the "contact us" section of our website, www.instachew.com, before filing a warranty claim. This will help to expedite the claims process and ensure that any issues are resolved as quickly as possible.

Can the warranty be extended or renewed?

Please refer to the website (instachew.com) for updates on offerings for warranty extensions.

