



Warranty

BALD Technologies goal is to deliver the highest quality product to you with confidence it will last. Your BALD Technologies products come with varying lengths of limited Warranties so please check individual product details.

If, within a specified period of time from the date of delivery of the Product, the product (in BALD Technologies judgement) contains a material defect in workmanship or assembly, you can return the Product following the policy below.

To initiate the return of the Product, please contact either BALD or the Supplier of the Product(s). BALD will repair or replace the Product, or its components, as needed. BALD will request information to confirm coverage and the Product defect. BALD may require photographs, documentation, an inspection or other measures to qualify your claim. BALD may dispatch a third party service provider to perform any repairs or service. BALD will not be responsible for direct or indirect costs associated with troubleshooting, removal, reassembly, transportation, permits or testing of the Product or parts. BALD will bear the cost of returning the Product, parts or a replacement Product or parts to you. In the event a repair or replacement is required, BALD may use new or substituted parts or Product of similar quality and performance. All returned parts and Product will become the property of BALD upon delivery to BALD. We will process any repair, replacement or refund due to you as soon as possible and, in any case, within 30 days from the date of receipt of the returned Product by BALD. This section applies only to Product operated under normal assembly, use and service conditions. Any transfer of the Product by you to a third party shall void this Section with respect to you provided that any such new owner who creates an Account and accepts these Terms will receive the benefit of any remaining limited Warranty on such transferred Product in connection with these Terms. This Limited Warranty does not apply to any failure of the Product which in BALD's absolute judgement is due to or as a result of: (i) failure to follow proper assembly where such assembly is not performed by BALD or BALD's third party delivery provider, installation, operation, maintenance and safety instructions; (ii) failure to follow these terms, (iii) installation in environments for which the Product was not designed, (iv) negligence, abuse, accident, improper use, excessive corrosive build-up or other physical damage, (v) using the Product for purposes other than intended, (vi) combining the Product with other components not intended or recommended for use with the Product, (vii) input voltage that creates operating conditions beyond the maximum or minimum limits listed in the Product Specifications, (viii) repairs, alterations or modifications not authorized or performed by BALD or its Authorized Service Technicians, (ix) causes beyond BALD's control including, but not limited to fire, flood, wind, freezing, power failure, generalized corrosion, biological infestations, inadequate power supply, unusual atmospheric conditions or acts of war or acts of God, or (Xii) any violation to federal, state and municipal codes related to the installation, service or use of the Product. Further, this Limited Warranty also excludes periodic or preventative maintenance, normal wear and tear, all

cosmetic repairs including those due to natural differences in the Products due to hand-finishing and any claims which are not reported prior to expiration of the Warranty Period. Claims under this Section cannot be made where the serial number on the Product has been altered, removed or cannot be confirmed. Refurbished or reconditioned Product, other than that sold directly by BALD, is not eligible for Warranty service. Except as expressly provided in this Section, BALD has no responsibility to provide maintenance or support services with respect to the Products.