



## **KLEAGIENE 90-DAY LIMITED WARRANTY**

Kleagiene Corporation (“**Kleagiene**”) warrants to the original end user (“**End User**”) that Kleagiene Professional branded products covered by this limited warranty (the “**Products**”) will be free from defects in materials and workmanship on the date of delivery to the End User (the “**Limited Warranty**”). The Limited Warranty extends only to End Users in the United States and is not transferable to any third-party.

End Users shall have 90 days after receipt of delivery of the Product to report to Kleagiene any claims that the Product does not conform to the Limited Warranty (each, a “**Limited Warranty Claim**”). Kleagiene will not accept Limited Warranty Claims received after such 90-day period, regardless of when such alleged non-conformity was discovered by End User.

If a Product is found to be non-conforming with the Limited Warranty, Kleagiene will, at its own discretion, refund or replace the Product in question. To submit a Limited Warranty Claim, End User must send an email to [customerservice@kleagiene.com](mailto:customerservice@kleagiene.com), which shall include (1) the model number of the allegedly non-conforming Product (found on Product wash tag); (2) a description and picture of the alleged non-conformity; (3) the production lot number (found on the Product wash tag); and (4) proof of delivery to the End User. Proof of delivery must be a report or print out on business letterhead showing the End User entity or business name, delivery date, and the Product model number and quantity ordered. If Kleagiene requests, End User will grant Kleagiene reasonable access to its facilities to inspect any allegedly non-conforming Product.

This Limited Warranty does not cover damage to Products made after delivery, parts or components that are not manufactured by Kleagiene, normal wear and tear or disposable parts or materials, user error and unsuitable or improper use, modification or alteration, use under circumstances exceeding Kleagiene’s specifications or limitations, any warranties or representations given by End User on the resale of the Products, abuse or accidents, inappropriate or insufficient site preparation, or damage caused by natural calamities. This Limited Warranty is subject to reasonable discrepancies in color, touch, size, weight and design.

KLEAGIENE MAKES NO OTHER REPRESENTATIONS OR WARRANTIES WITH RESPECT TO THE PRODUCTS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTE, OR OTHERWISE, AND SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED OR STATUTORY WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

Last updated November 2024.