

7. LIMITED WARRANTY

7.1 LIMITED WARRANTY FOR DUPRAY PRODUCTS (NEAT™, VOILÀ™, NEAT PLUS™)

7.1.1 For a period of **twelve (12) months** following the purchase of the Product (the "Warranty period"), if the Client has used the Product under normal use and in strict conformity with the instructions and/or manual of operations provided by Dupray and discovers any defects in material or workmanship and notifies Dupray in writing thereof during the Warranty period, Dupray shall use reasonable commercial efforts to repair or replace that portion of the Product found by Dupray to be defective in material or workmanship or refund the purchase price of the Product or replace the Product or a portion of same. If the product is not repairable, a refurbished equivalent product, or a replacement equivalent product or a store gift certificate equivalent to the current value towards the purchase of a new product will be issued. If Dupray exchanges the Covered Equipment, the original product becomes Dupray's property and the replacement product is your property, with coverage effective for the remaining period of the Original Warranty.

7.1.2 For the Warranty period starting **twelve (12) months** after the purchase of the product to a maximum of **twenty-four (24) months** after the purchase of the product, the Warranty shall cover parts only, excluding accessories, shipping and handling costs. During that period, Dupray reserves the right to charge a Service fee for all Warranty claims, in order to repair or replace the defective Product with a replacement product that is new or equivalent to new in performance and reliability. All replacement products provided under this Warranty will at a minimum be functionally equivalent to the original product. If Dupray exchanges the Covered Equipment, the original product becomes Dupray's property and the replacement product is your property, with coverage effective for the remaining period of the Original Warranty. Replacements of products having less than 12 months remaining on their original warranty period or that are out of warranty will be covered by a limited warranty of 12 months, starting from the date of replacement.

Detailed Service fees are available at : dupray.com/en-us/pages/servicefees

7.1.3 The warranty is void:

- a) if the damages a result of an accident, abuse, freezing, impact, alteration, non-authorized usage, a major force, or use of other electricity than that indicated on the Product;
- b) if repairs, modifications, or alterations were done by a person not authorized by Dupray;
- c) the owner or user neglected to do routine maintenance required and the damages or problems are directly related to such neglect. It is the Client's responsibility to keep equipment in proper condition and to use exclusively Dupray cleaning products so as to not damage the internal components;

7.1.4. It is understood that certain parts of the equipment are not covered by the Dupray warranty due to the fact they require replacement after multiple use. Such parts include, but are not limited to, buttons, hoses, vacuum head, covers, seals, etc. These parts will eventually require replacement at the Client's cost.

7.1.5 Dupray makes no warranty or representation that the Product complies with any local laws, rules or regulations and Client shall be responsible for obtaining all permits or authorizations required by any regulatory body for installation or use of the Product.

7.1.6 DUPRAY MAKES NO OTHER WARRANTIES OR CONDITIONS AND THE WARRANTY STATEMENT IS IN LIEU OF ALL OTHER WARRANTIES, REPRESENTATIONS, PROMISES, OR CONDITIONS, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. DUPRAY EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED HEREIN. ANY IMPLIED WARRANTIES AND CONDITIONS THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. DUPRAY'S LIABILITY FOR WARRANTY CLAIMS IS LIMITED TO REPAIR OR REPLACEMENT AS SET FORTH HEREIN.

7.1.7 The Client understands that it shall strictly comply with the operation instructions or manual provided by Dupray in relation to the Product. FAILURE TO DO SO SHALL EXONERATE DUPRAY FROM ANY WARRANTY AND LIABILITY WHATSOEVER.

7.1.8 This warranty is to benefit the original purchaser of the product. The warranty is not transferable beyond the original purchaser.

7.1.9 Steam is a powerful tool. Like any other tool, it should be used with caution. Certain surfaces, fabrics, materials and finishes are water and heat sensitive and can be damaged or discolored by steam. ALWAYS check with the manufacturer of the surface or product being cleaned before using steam. TEST a small, hidden surface to make sure the surface can be steamed.

In no event is Dupray liable for incidental or consequential damages to anyone, of any nature whatsoever. Some states/provinces do not permit the exclusion or limitation of incidental or consequential damages, so the above may not apply to you.

7.1.10 Dupray may subcontract or assign performance of its Warranty obligations to third parties.

7.1.11 Dupray is not responsible for any failures or delays in performing under the Warranty that are due to events outside Dupray's reasonable control.

7.1.12 This warranty does not cover machines used for rental purposes.