



WARRANTY PROGRAM

PROGRAM DESCRIPTION:

AWEGOO independently offers its customers a best-in-class warranty program aimed at delivering 100% satisfaction to its customers (the “Warranty Program”). Therefore, to supplement AWEGOO’s 100% Satisfaction Guarantee, AWEGOO offers its customers a warranty on all products sold by AWEGOO as follows: AWEGOO warrants each and every product it sells is free from defects in workmanship and materials, under everyday use and conditions, for a period of time equal to the length of time included in the manufacturer’s warranty applicable to the product from the original date of purchase from AWEGOO.

CLAIM SUBMISSION:

To submit a claim under this Warranty Program, please send an email to operations@awegoo.com and include the following: (i) image(s), video(s), and/or other evidence demonstrating the defective condition and/or malfunctioning issue; (ii) proof of purchase of the product from AWEGOO; and (iii) the model and/or serial number associated with the product.

WARRANTY PROCESS:

AWEGOO agrees, at its option and based upon product availability, during the applicable warranty period, (i) to repair any defective condition in material or workmanship, (ii) to furnish a repaired or refurbished product of equal value without any charge to the customer, OR (iii) to issue a refund to the customer at an amount equal to the value of the product at the time the warranty claim



is submitted. Such repair, replacement, or refund issuance under this Warranty Program is subject to (i) verification of the defective condition and/or malfunctioning issue, as well as (ii) proof of purchase of the product from AWEGOO, as confirmed by providing proof of the transaction as well as the model and/or serial number associated with the warranted product.

LIMITATIONS:

Subject to an applicable manufacturer's warranty expressly stating otherwise, this Warranty Program does not include and/or apply to the following situations: (i) Any defective condition and/or malfunctioning issue resulting from improper use (such as any use contrary to the owner's manual associated with the product); (ii) Any defective condition and/or malfunctioning issue resulting from any use for which the product was not intended; (iii) Any defective condition and/or malfunctioning issue resulting from incorrect or inadequate maintenance or care; (iv) Any defective condition and/or malfunctioning issue resulting from misuse, abuse, negligence, or accidents; (v) Customer dissatisfaction; and/or (vi) Normal wear and tear. AWEGOO makes no express warranty or condition, whether written or oral, and AWEGOO expressly disclaims all warranties and conditions not stated in this Warranty Program.