

AUSTEIRE

PRODUCT GUARANTEE

LIFETIME GUARANTEE FOR CONSUMERS

Austere, 9375 SW Commerce Circle, Suite 7, Wilsonville, OR 97070, USA extends to you this Limited Guarantee. Statutory or common law may provide you with additional rights or remedies, which shall not be affected by this Limited Lifetime Guarantee. This Guarantee gives you specific legal rights, you may have other rights, which vary from state to state or country to country.

Scope of Guarantee

Austere provides a guarantee of the function of this product, if used in accordance with all applicable instructions and warnings, to be free from original defects in material and workmanship for the Lifetime** of the product, subject to the conditions and limitations below. If the product should prove defective in material or workmanship within that period, Austere will, subject to the following terms, conditions and limitations, repair or, at Austere's sole discretion, replace the defective product, replace with a comparable product if the specific product is no longer available or refund to you the original purchase price you paid to the authorized dealer for the defective product if repair or replacement is not commercially practical or cannot be completed in a timely manner.

**** "Lifetime" **** means the duration of use of the product under normal circumstances and used in accordance with all instructions and warnings, and specifically such time as the product can no longer function after normal use for the specific purpose intended. Lifetime is further defined as the expected and typical life of the product, and specifically not the lifetime of the original purchaser or user.

OBSERVE: Prior to use, the individual user should review all instructions and warnings and take immediate care to determine whether this product is suitable, adequate or safe for the use intended. Because individual applications are subject to great variation, Austere makes no representation or guarantee as to the suitability or fitness of these products for any specific application.

FORMAL GUARANTEE CLAIM

HOW TO MAKE A CLAIM. In the event of a product irregularity or connected component damage, please comply with the following instructions:

1. Call Austere immediately after you discover a defect or connected component damage at 1-855-672-0684 or send a message directly to the Austere support team at support@ austere.com for instructions on how to file your claim.
2. Provide a detailed explanation of how the damage occurred, Identify the affected product and all items of the components connected.
3. Purchaser should provide sufficient proof of purchase from an authorized distributor showing the original date and place of purchase, as well as the product description and price.
4. Obtain a Return Authorization Number.
5. Upon receipt of a claim form (which will be sent to you after you filed Your Formal Warranty Claim), fill out the claim form entirely.
6. Sufficiently pack and ship the product to Austere and, if requested the connected component(s), and all claim forms. It is your responsibility to make sure the item(s) are returned in proper packaging to prevent return shipping damage. If the item is returned with shipping damage and it is determined the damage was due to insufficient packing carton and materials, Austere may void your claim. Note the claim number on the shipping label and/or include with the product. You must prepay all shipping costs. If your item is returned for repair, you must also pay the cost of the return estimate.

By using Austere's product, you consent to be bound by the terms and conditions of this Lifetime Guarantee and Connected Component Guarantee (collectively referred to as "The Austere Guarantee"). IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS GUARANTEE, IT IS RECCOMENDED THAT YOU RETURN THE PRODUCT TO THE AUTHORIZED DEALER OF PURCHASE TO INQUIRE ABOUT REFUNDS.

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