855-534-6716

Mobile Evaporative Cooler Limited Warranty for the United States

Hessaire Products, Inc. ("Hessaire") warrants to the original end-user purchaser in the United States that the parts (excluding media pads) in each new mobile evaporative cooler (for model numbers beginning with: M150, M250, M270R, M350, MC12, MC18, MC26, MC27, MC37, MC61, MC92) to be free from defects in material or workmanship for one full year from the date of purchase or date of delivery (if later than date of purchase). Because Hessaire cannot control the quality of products sold by unauthorized sellers, this Limited Warranty applies only to coolers that were purchased from Hessaire or a Hessaire authorized seller in the United States, unless otherwise prohibited by law. Hessaire reserves the right to reject warranty claims for products purchased from unauthorized sellers, including unauthorized Internet sites. If a part(s) is defective within the warranty period, the part will be replaced free of charge.

Replacement parts are available through authorized dealers or online.

What is not covered:

- Malfunctions resulting from misuse, negligence, alteration, or lack of necessary maintenance.

- Loss of time, inconvenience, or loss of use of product.

- Labor costs associated with the cooler, including but not limited to, install, troubleshooting, or repairs (regardless of whether the product is under warranty or not).

- Consumable parts (such as media pads).

Damaged Shipments:

Hessaire is not responsible for damaged shipments or shortages resulting from carrier mishandling. Notify the seller from whom you purchased and/or your carrier's office immediately to file a freight claim in the event of damaged shipment or shortage. Keep damaged product for inspection until advised by seller and/or carrier, as applicable, as to disposal.

Warranty Claim Process:

Purchasers of a cooler who wish to make a warranty claim based upon an alleged part defect should complete the Replacement Parts Request <u>form</u> or otherwise contact Hessaire by emailing us at warranty@hessaire.com, by writing to us at 11550 US-278, Holly Pond, AL 35083, or by calling us at 855-534-6716. You are required to provide us proof of purchase, the serial number of your product, and pictures of the claimed defective part. Please note that you are responsible for any costs incurred in providing these items to Hessaire. Hessaire may also instruct you to use one of Hessaire's authorized dealers to help facilitate the warranty claim as Hessaire's authorized dealers are well versed in these units and can help with replacement parts.

Please DO NOT mail or otherwise return your cooler to Hessaire. In limited instances, Hessaire will require you to mail the entire product unit to Hessaire; if such request is made, Hessaire will provide a prepaid shipping label to you.

Instructional videos and other helpful parts replacement information is available on hessaire.com.

There are no warranties which extend beyond those stated herein. ANY IMPLIED WARRANTIES THAT MAY BE APPLICABLE TO PRODUCTS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

UNDER NO CIRCUMSTANCES SHALL HESSAIRE BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES BASED UPON BREACH OF THIS LIMITED WARRANTY, BREACH OF CONTRACT, OR STRICT LIABILITY. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This Limited Warranty gives specific legal rights to you, and you may also have other rights which vary from State to State.

If you have any questions about whether a seller is authorized, contact Hessaire through our Get In Touch <u>form</u>, by emailing us at Support@hessaire.com; by writing to us at 11550 US-278, Holly Pond, AL 35083; or by calling us at 855-534-6716.

If you would like a physical copy of this Limited Warranty, feel free to print this webpage; email us at Support@hessaire.com; write us at 11550 US-278, Holly Pond, AL 35083; or call us at 855-534-6716, and we would be happy to send a copy to you.

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