

# PURE IONIC WATER™ PRODUCT WARRANTY

Thank you for your purchase of our Pure Ionic Water™ product. We hope you will find our products to be of good quality and without fault.

In the unlikely event of any fault or failure of your purchased product, we offer you our 12-month warranty guarantee. To make use of this warranty, please read the terms carefully and make sure you comply with them.

## 1. What Products are Eligible Under This Warranty?

1.1 This warranty applies to goods that you purchase from us and that you own. It does not apply to products you purchase from us to hire on a subscription basis.

1.2 Your goods will be eligible if you inform us of the defect within the warranty period, provided you have complied with our Customer Terms of Supply, and that the goods have only been installed and used in accordance with any product instructions you have been supplied with or directed to by us (including videos on our website or instructions given to you by our customer service team).

## 2. How Long Does the Warranty Apply?

2.1 The warranty period starts on the date of purchase as stated on your order/delivery confirmation email and expires after 12 months from when it starts.

2.2 After a repair or replacement has been carried out in respect of the goods, either under this warranty or use of your rights guaranteed by the Customer Terms and Conditions or your statutory consumer rights, the warranty period will continue from the date of the original purchase.

## 3. What This Warranty Covers

3.3 The warranty covers defects in materials and workmanship in the eligible goods to be repaired or replaced free-of-charge to you, the original buyer.

3.4 At our sole discretion, we will provide one of the following three remedies to whatever extent we shall deem necessary to satisfy a proper claim under this product warranty:

(a) Elect to repair or facilitate the repair of any defective parts in the goods within a reasonable period of time, free of any charge for the necessary parts and labour to complete the repair and restore the goods to their proper operating condition. We will also pay the delivery costs necessary to return the goods once the repair is complete; or

(b) Where it is not possible or commercially viable to repair the goods, we will replace them with a direct replacement or, with similar goods deemed by us to perform substantially the same function as the original goods. The replacement goods may be new or refurbished to be of similar functionality and quality; or

(c) Issue a refund of the original price you paid for the goods less depreciation, as determined by us at our sole discretion.

## 4. What This Warranty Does Not Cover

4.1 Only the original owner of the goods can make a claim under this product warranty. This product warranty is not transferable to subsequent purchasers or owners of the goods.

4.2 The warranty does not cover any consequential damages (including but not limited to loss of income), nor compensation for activities done by yourself, such as regular maintenance or cleaning. You are liable for all costs related to the servicing and maintenance of the goods.

4.3 This product warranty does not cover cartons, equipment enclosures, other connected equipment, cables or accessories used in conjunction with the goods.

4.4 We will not be responsible for any costs related to the removal or re-installation of the goods from or into any installation. We will not be responsible for any costs related to any setting up of the goods, any adjustment of user controls or any programming required for a specific installation of the goods.

4.5 This product warranty does not cover any costs for servicing to explain the usage of the goods to you, diagnose a claimed malfunction in the goods, corrective work necessitated by modifications or installations made by anyone other than us, or any other cause which does not relate directly to a defect in materials and/or workmanship of the goods.

4.6 Without limiting any other exclusion herein, we do not warrant that the goods covered hereby will not become obsolete or that such goods are or will remain compatible with any other product or technology with which the goods may be used.

## 5. What Causes This Warranty to be Void?

5.1 This warranty does not cover and shall be void in respect of defects caused by any of the following:

- (a) Damage, wilful or otherwise, unless confirmed to have been caused by us.
- (b) Deterioration or malfunction resulting from any operation contrary to our instructions, misuse, misapplication or use of the goods outside of their intended purpose, or failure to follow our written, video or oral instructions as to storage, suitable environmental conditions, maintenance and use of the goods.
- (c) Damage, deterioration or malfunction resulting from the installation or removal of this product from any installation, any unauthorised tampering with the goods, or any repairs or alterations attempted by anyone unauthorised by us.
- (d) Alteration, modification, improper or unreasonable use or maintenance, incompatibility with accessories not provided by us.
- (e) Damage to the goods caused by negligence, abuse, accident, or neglect, including but not limited to exposure to excess moisture or water (beyond that which the product is suited for in accordance with the instructions), fire, flood, freezing, animals, natural disasters, improper packing and shipping/delivery (such claims must be presented to the courier), lightning, abnormal electrical currents/voltage or power surges, or other acts of nature.
- (f) Fair wear and tear, or replacement of consumable parts (e.g., filters).
- (g) Issues with functionality of the goods caused by problems with third party service providers (such as water utility suppliers) or access lines (whether at the providers end or your end), local utility service area faults (such as a local leak or water shortage) and other faults affecting services or utilities that are required to make use of the goods.

5.2 Your warranty will be void if you fail to comply with any of the following:

- (a) You must keep your original proof-of-purchase and must not alter it in any way.
- (b) The goods covered by this product warranty should be serviced and maintained in accordance with the instructions given to you by us.
- (c) The label bearing the serial number of the goods must not be removed, altered or defaced.
- (d) This product warranty does not cover any further use of the goods by you after you have notified us of a claim under this product warranty. You must have immediately discontinued use of the goods upon knowledge of the problem and returned them to us in compliance with our instructions.

## 6. How Do I Claim Under This Warranty?

6.1 To make a claim under this product warranty, you must contact us. You must be able to prove ownership of the goods by having registered your purchase using the product warranty card provided with the goods or through our website, or by providing your proof of purchase (order/delivery confirmation email).

6.2 If we agree to provide you with a remedy under this warranty, you must return the goods to us in accordance with our instructions and our Customer Terms of Supply.

6.3 You assume all risks of loss or damage during shipment/delivery to us.

6.4 When we receive the goods from you, we will perform an inspection. We will only continue to authorise the remedy if we are satisfied upon further inspection that the goods are defective and that such defects are not caused by any of the causes listed above that would void the warranty.

6.5 If we find that the goods are not eligible for a remedy under this warranty we may charge you for compensation, including but not limited to delivery costs, repair costs, and administrative costs. This shall be in addition to any rights and remedies we have in law. We may also report you to authorities if we suspect that breach of this warranty was motivated by fraud.