

## Gray Tech Warranty Terms and Exchange Policy

### Product Warranty

There will be a one year warranty from the date of purchase to cover any manufacturer's defects in the material and physical workmanship of the Product. This warranty is conditional upon the Product being used under normal circumstances and being properly cared for by the Customer.

Excluded from the warranty are any damages associated with wear and tear from daily use, scratches and dents to the Product surface due to drops and similar events. If the Product is modified in any way or serviced by anyone other than Gray or the manufacturer, this warranty will immediately cease to apply.

### Exchange Policy

- a. **Refunds:** Subject to your rights under consumer protection legislation that cannot be excluded, all sales are final and no refunds will be given.
- b. **Exchanges**

In order to exchange a Product you must:

- initiate a Product exchange request via Gray's Support Center
- initiate your return request within five (5) days of your receipt of the original Product
- return the Product unused and sealed in the original package with all original materials provided in their complete condition.
- The original Product can only be exchanged for a Gray Product of equal or greater value.
- If the original Product has been customised or personalised, exchange and return is not permitted.

If you meet these requirements Gray will exchange the original Product for another Gray Product of equal or greater value. You must pay the return shipping fees for the original Product and the shipping fees for the new Product.

#### b **Defective Product and Returns Due to Product Error**

If the item you ordered is damaged or defective at the time of its receipt you may return it in order to get a replacement of the Product. This return must be initiated within five (5) days of your receipt of the Product. The replacement order will be shipped once the original item is received by us and is processed at our service processing facility. If the returned product is not defective, the original item will be returned to you and the return shipping fees will be charged to you.

If your item is defective due to Product error (excluding defects not covered by the Warranty Terms) after five (5) days upon the receipt of the product, you may return it for a repair or replacement within the applicable warranty period and under the Warranty Terms. You must return the defective Product promptly upon you discovering the Product defect.

Subject to the Warranty Terms a repaired Product or replacement Product will be shipped once the original item is received and processed at our service processing facility. If our service processing facility concludes following an inspection, that the returned product is (i) either not defective (ii) or was damaged for reasons outside the Warranty Terms, the original item will be returned to you and the return shipping fees will be charged to you. Instead of returning the original Product to you, we may at our discretion offer to you a discount on a new Product purchase as a compensation for not returning the item to you.