

Yujin Robot Inc – Limited Warranty

Limited Warranty

Yujin Robot Inc. warrants the product line of the iClebo Robotic Vacuum Cleaners (O5, Omega, Alpha, Arte, Pop, eX300 and eX500) purchased, from a Yujin Robot Inc. Authorized Reseller, to be free from defects in materials and workmanship under normal use during the period specified below. The warranty period begins on the date of purchase. Your original purchase invoice (sales receipt), is your proof of the date of purchase. If you cannot provide the original purchase invoice (sales receipt), the warranty period will be based on the manufacture date-code shown on the product. A product that has been exchanged is warranted starting at the original date of purchase or 90 days from the date of exchange or whichever is longer.

The Warranty period for the product line is as follows: (1) Year Parts and Labor. This warranty extends only to you, the original purchaser. It is not transferable to anyone who subsequently purchases, leases, or otherwise obtains the product from you. This warranty excludes expendable parts such as filters and blades, which needs normal replacements after heavy usage. During the warranty period, Yujin Robot Inc. will repair or replace defective hardware with factory manufactured parts and products. All exchanged parts and products replaced under this warranty will become the property of Yujin Robot Inc. During the warranty period, there will be no charge for labor or parts. A replacement of product is solely determined by Yujin Robot's own diagnostic results. In cases where an exchange is authorized and no exact same model is available, Yujin Robot Inc. will always replace with equal or better unit.

To ensure timely response to a service request, please be sure to register your product at www.iclebous.com. Within ten (10) calendar days from the time you purchased the product, be sure to put in the purchase date, location, and serial number associated with the product purchased. Tech support may randomly ask for sales receipt or other proof of purchase to determine warranty coverage.

B. Warranty Limitation; Exclusion; Exclusive Remedies

- 1) This Limited Warranty does not extend to any product that has been physically damaged during or as a result of use other than for its normal intended purpose. Failure to use the product in accordance with the User's Manual, which accompanies it, voids warranty.
- 2) By the use of parts not manufactured or sold by Yujin Robot Inc.
- 3) By modifications of the product.
- 4) Products purchased and used outside of the United States.
- 5) As a result of services by anyone other than Yujin Robot Inc. or a Yujin Robot Inc. Service Center.

- 6) Improper transportation or packing when returning the product to Yujin Robot Inc. or a Yujin Robot Inc. Service Center;
- 7) Unusual physical or electrical stress or interference, failure or fluctuation of electrical power, lighting, static electricity, fire, or nature disaster. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages for consumer products, and some states or provinces do not allow limitation on how long an implied warranty lasts. In such states and provinces, the exclusion or limitation of this limited warranty may not apply to you.

This Limited Warranty gives you specific legal rights. You may also have other rights that vary from state to state. You are advised to consult applicable state or provincial laws for full determination of your rights.

C. Obtaining Mail-In Warranty Services are Subject to the following terms and conditions: you are entitled to the following services during the applicable warranty period.

- 1) Prior to obtaining service you must contact the Yujin Robot Inc. Customer Service Center at 1-855-926-1601 to have a technical support member attempt to help you resolve the issue over the phone. Please have the model number, serial number, place of purchase and date of purchase ready when you call. The serial number (S/N) and model number are located on the back of the product.
- 2) During the problem resolution, Yujin Robot Inc. will require your assistance in performing routine diagnostic procedures to try to solve the issue. If required, Yujin Robot Inc. will then issue you a Return Merchandise Authorizations (RMA) number to be used as a means of identifying the product and its specific failures when its received.
- 3) After obtaining a Return Merchandise Authorization number, your Mail-In Warranty Repair service should only apply to products purchased and located in the continental United States, in which you will be responsible for return shipping rates of the product to the Service Center, Yujin Robot Inc. Product purchased in Canada, Alaska, Hawaii and Puerto Rico, you are held responsible for the shipping charges to and back from the repair center.
- 4) All warranty and non-warranty Mail-In services must take place by requesting a return authorization number and returning the product to the Yujin Robot Inc. Service Center. The customer may ship the product on their own or use Yujin Robot Inc. shipping services. The customer is held responsible for all shipping cost to and from the facility unless otherwise prepaid by customer. Non-warranty services will include a parts and labor fee in addition to shipping charges if provided by Yujin Robot Inc.
- 5) Use the original shipping and packing materials and include a description of the symptoms of the problem. If the original shipping and packing materials and boxes are not available, please make sure the product is properly packaged and secured inside a

shipping container. The Return Merchandise Authorization (RMA) number must be placed on the exterior of the shipping container or placed inside of your package.

Physical damage occurred during shipment is not warranted.

- 6) Include your name and address, proof of the place and date of purchase (Sales Receipt), the serial number and model number of the product. The serial number and the model number are located on the back of the product or on the outside of your original box.
- 7) Yujin Robot Inc. is not responsible for a product shipped to the Yujin Robot Inc. Service Center that has been scratched or damaged during transport, including but not limited to; the product, and its accessories. Products shipped to the Yujin Robot Inc. Service Center with missing parts will be returned without those parts. If authorized by the customer, products that are beyond repair will be replaced with Yujin Robot manufactured product in equal or better specs as the original product that was returned, should the same model not be available.
- 8) Cross-Shipping. For customers that need the replacement product as soon as possible to reduce down time and loss productivity, cross-shipping can be arranged with a Credit Card on file as collateral. The value of the product will be authorized on the customer's credit card and held as collateral upon the shipment of the replacement product from Yujin Robot Inc. Service Center, the amount authorized will be cancelled upon receipt of the defective product back from the customer. The same terms and conditions applied to this paragraph (#8) as are stated in paragraph #4-#7. Please see above. The authorization is valid for 30 days, and will be processed for payment if the defective product is not received. (Caution for Debit Cards, upon authorization, the amount may be deducted from your balance, so the use of credit card is strongly suggested).

Additional Information You may request additional information on how to obtain Warranty Services by contacting Yujin Robot Inc. or any Yujin Robot Inc. Service Center. You may also request information on how to obtain warranty service or the location of the Yujin Robot Inc. Service Provider by calling or contacting: Yujin Robot Inc. 17517 Fabrica Way, Suite K, Cerritos, Calif. 90703 O: (714) 880-6036 F: (714) 880-6039 Service Center: 1-855-926-1601 E-mail: Support@YujinRobotinc.com

Please Note: Warranty is only valid for the Original Owner purchased from an authorized reseller. Second owners or e-Bay purchase carry no warranty unless valid by date-code only. All returns, exchanges, refunds, or repairs should be referred back to the origin of purchase. Proof of purchase (Receipt) will be required for all warranty services.