

WARRANTY POLICY—PRESSURE WASHER

Green-Power America, LLC (GPA)

ONE(1)-YEAR LIMITED WARRANTY

Green-Power America, LLC (GPA) provides One(1)-Year limited factory warranty once consumers buy the Pressure Washer from GPA or any of GPA partners in the United States.

1, Warranty Qualifications

Green-Power America, LLC (GPA) will register this warranty upon receipt of your Warranty Registration Card / Warranty Registration on Web and a copy of your sales receipt from one of GPA's retail locations as proof of purchase. GPA strongly recommend consumer keeps the purchasing receipt as a proof. Please submit your warranty registration and your proof of purchase within ten (10) days of the date of purchase.

2, Clarification of One(1)-Year Limited Warranty

- ✓ One(1)-Year Limited Warranty: For household use only, from the original date of purchase, the warranty is clocked and the parts will be free in the first year.
If the product is used for commercial or industrial purpose, including but not limited to be used in commercial or industrial site, rental and any other types of income earning, the original One(1)-Year Warranty will be expired and becomes Thirty(30) days instead, the parts will be free during this period.
- ✓ **GPA will provide all parts for replacement in whole lifetime of the product, material cost and transportation cost will apply if it is beyond of warranty period or not covered by the warranty policy.**

3, Repair/Replacement Warranty

GPA warrants to the original purchaser that the mechanical and electrical components will be free of defects in material for a period of the first One(1) Year for household purpose or the first Thirty (30) days for commercial and/or industrial use from the date of purchase on the original purchasing receipt. Transportation charges on product submitted for repair or replacement under this warranty are the sole responsibility of the purchaser. This warranty only applies to the original purchaser and is not transferable.

Contact GPA's Service and GPA will troubleshoot any issue via phone (Toll-Free: 888-834-4218) or e-mail (service@green-poweramerica.com). If the issue is not fixed, GPA will, at its option, authorize evaluation, repair or replacement of the defective part or component at a GPA Service Center. GPA will provide you with a case number for warranty service. Please keep it for future reference. Repairs or replacements without prior authorization, or at an unauthorized repair facility, will not be covered by this warranty.

4, Return Policy and Procedure

✓ Defective Return

For the household user only, if the defective unit can't be repaired by the authorized repair center and the unit was purchased within Thirty (30) days, GPA will make a decision, on GPA sole options, either replace it with an equivalent or return it to GPA and consumer will get refund.

✓ Remorse Return

If consumer wants to return due to mind changing or any other non-quality reason, which is called **Remorse Return**, and the unit is in its original packing condition or consumer opened the original package but never fill the fuel and/or oil into the unit, and the unit can be repacked properly, within Seven (7) days from the original purchasing date, GPA will provide a Return Goods Authorization number (RGA #) to the retailer to accept the return. Consumer will pay the return freight and 15% of the retail price

(excluding tax) for re-stock fee. The consumer should contact the retailer with GPA's RGA# and will get remaining amount refunded after the return is received by GPA.

The return address will be noted by GPA when the RGA# is provided, but **Do Not Return the Unit to the Place of Purchase even** unless the retailer / distributor has a certain agreement with GPA in written.

All refund will be issued in terms of Credit Memo (CM) to the retailer/distributor.

5, Warranty Exclusions

This warranty does not cover the following repairs and equipment:

✓ Normal Wear and Tear

Products with mechanical and electrical components need periodic parts and service to perform well, including but not limited, filter elements, o-rings, spark plug, rubber mounts, etc. This warranty does not cover repair when normal use has exhausted the life of a part or the equipment as a whole.

✓ Installation, Use and Maintenance

--This warranty will not apply to parts and/or any labor of installation.

--This warranty will not apply to parts and/or any labor if the product is deemed to have been misused, neglected, involved in an accident, abused, loaded beyond the product's limits, modified, installed improperly or connected incorrectly to any electrical component.

--Normal maintenance is not covered by this warranty and is not required to be performed at a facility or by a person authorized by GPA.

* Except as otherwise stipulated in any of the following enclosed Emission Control System Warranties (when applicable) for the Emission Control System: U.S. Environment Protection Agency (EPA), California Air Resources Board (CARB) and/or Environment Canada (EC).

✓ Other Exclusions

This warranty excludes:

–Cosmetic defects such as paint, decals, etc.

–Accessory parts such as starting batteries, tools and storage covers.

–Failures due to acts of God and other force majeure events beyond the manufacturer's control.

–Problems caused by parts that are not original Green-Power America (GPA) parts.

When applicable, this warranty does not apply to products used for prime power in place of a utility.

6, Limits of Implied Warranty and Consequential Damage

Green-Power America (GPA) disclaims any obligation to cover any loss of time, use of this product, freight, or any incidental or consequential claim by anyone from using this generator. THIS WARRANTY AND THE ATTACHED U.S. EPA, CARB and/or EC EMISSION CONTROL SYSTEM WARRANTIES (WHEN APPLICABLE) ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

A unit provided as an exchange will be subject to the warranty of the original unit. The length of the warranty governing the exchanged unit will remain calculated by reference to the purchase date of the original unit.

This warranty gives you certain legal rights which may change from State to State or province to province. Your State or province may also have other rights you may be entitled to that are not listed within this warranty.

Contact Information

www.green-poweramerica.com

Customer Service

Mon – Fri 8:00 AM – 5:00 PM (EST)

Toll Free: 1-888-834-4218

Service Email: service@green-poweramerica.com