



PRIDE Enterprises offers a Limited Warranty on its cleaning products and services to be free from defects in material and workmanship for a period of one (1) year, except chlorine-based or enhanced formulations which are warranted for sixty (60) days. PRIDE's liability under its Limited Warranty is limited to the purchase price of the defective product as evidenced by the invoice. PRIDE will replace or repair the product, in lieu of refunding the purchase price at PRIDE's option. The limited warranty extends only to the original consumer and is non-transferable.

The limited warranty excludes:

- Transportation costs or customer labor costs associated with repair of warranty claims;
- Damage due to normal wear and tear (includes color fade over time);
- Damage due to improper maintenance, abuse, fire, accidents, negligent acts or omissions of the purchaser or its agents or employees or acts of third parties;
- Shipping damage (covered separately);
- Modifications, repairs, or part replacements other than those authorized by PRIDE;
- Any costs or damages for down time caused by loss of product or otherwise, or any other incidental or consequential damage incurred at any time;
- Natural variations in color, grain, or texture (includes repairs and replacements);
- Customer Owned Material (COM);
- Products used for rental purposes.

Limitations involving particular materials and components:

- It is recommended that any product containing chlorine be stored in a cool dry environment. Exposure to high temperatures and direct sunlight can cause containers containing bleach increase the deterioration of the products shelf life.

Warranty claims must be filed within the warranty period and must include a copy of the invoice or the sales order.

Notification of damaged or defective goods must be made in writing by the Buyer within 30 days of receipt of the goods.

All returns require an authorization number. Authorization number must be listed on all packaging containing goods returned to Seller. Authorization number must be obtained within 30 days of receiving goods. If not, Seller may, at its sole discretion, refuse to issue an authorization number after this time period or require Buyer to pay a restocking fee of 25% plus shipping costs.

PRIDE Enterprises neither assumes nor authorizes anyone to assume for it any other obligation or liability in connection with its Cleaning Products and Services. **THIS WARRANTY IS THE ONLY WARRANTY APPLICABLE TO PRIDE CLEAN PRODUCTS & SERVICES MANUFACTURED BY PRIDE ENTERPRISES AND IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**