

WARRANTY

One-Year Limited Warranty

GreenEver products are crafted using high-quality materials and superior craftsmanship to ensure durability. GreenEver guarantees that its products, when correctly installed and maintained, will be free from material and workmanship defects under normal use. This warranty applies exclusively to the original purchaser, and proof of purchase is required when making a claim. Please retain the original invoice as proof of purchase. Scratches are not covered under this warranty. As required by law, this limited warranty supersedes and excludes all other express or implied warranties, including but not limited to warranties of merchantability or fitness for a particular purpose.

GreenEver reserves the right, at its discretion, to:

1. Repair the product free of charge; or
2. Provide defective key components free of charge.

Limitations and Exclusions

GreenEver does not cover any removal or installation costs. This warranty does not apply to the following scenarios:

1. Damage or product failure due to improper installation, misuse, or installation by unlicensed professionals;
2. Incorrect usage according to the product manual, improper maintenance, abuse, excessive use of chemicals including but not limited to bleach, alkaline, acidic cleaners, dry (powder) cleaners, or any abrasive cleaners, or use of metal or nylon brushes;
3. Unauthorized modification of the product or repairs performed by individuals not authorized by GreenEver;
4. Normal wear and tear;
5. Damage or loss caused by deposits or foreign materials in the water system;
6. Damage or loss resulting from natural disasters such as lightning, fire, earthquake, floods, or other causes not attributable to GreenEver.

Under this limited warranty, GreenEver's liability is strictly limited to part replacement and does not include any other costs. GreenEver shall not be liable for labor charges, shipping fees, or damages arising from installation, repair, or replacement, nor for any indirect or consequential damages, losses, injuries, or expenses related to this product. GreenEver shall not be accountable for inconvenience due to use or any incidental or consequential expenses, charges, or damages. Particularly, if the product is used commercially, including but not limited to installation in public venues

such as shopping malls, this warranty becomes void. Specific rights may vary by state/province.

Responsibilities of Other Parties

It is the responsibility of the installer or building contractor, acting on behalf of the user, to inspect the equipment prior to installation. They must ensure that the equipment is free from defects or damage.

Notices are affixed to the equipment and shipping boxes to remind installers of this responsibility.

If issues are detected, the equipment must not be installed. GreenEver is not responsible for defects or damage that could have been identified, resolved, or prevented through proper pre-installation inspection and testing.

Damage incurred during shipping is the responsibility of the carrier. The user or installer must unwrap and inspect the equipment for damage upon delivery. If damage is found, it must be reported immediately in writing to the seller and carrier with a request for inspection. If the carrier fails to respond, the situation should be reported to both the seller and carrier. Your freight claim should then be promptly filed.

Disclaimer

Unless expressly stated otherwise, no express or implied, oral or statutory warranties or obligations are provided. No dealer or other person is authorized to make any warranties or representations concerning GreenEver or its products. Under no circumstances shall GreenEver be liable for any such warranties or representations.

Warranty Service

When applying for warranty service, please ensure you have the following materials ready:

1. A copy of the original invoice;
2. Installation date;
3. Description and photos of the defect;
4. Model number or model description.

To obtain warranty service and replacement parts, contact GreenEver customer service. GreenEver will decide whether to repair, replace the product, or provide a refund.