

NatureFlow Limited Warranty Policy

PLEASE READ SECTION 5 CAREFULLY AS IT IMPACTS YOUR LEGAL RIGHTS

NatureFlow provides this limited warranty (the “Limited Warranty”) for our products (“Products”).

1. PRODUCT TYPE AND WARRANTY PERIOD

For Products You purchased, the Limited Warranty period is as follows:

Product Type	Limited Warranty Period	Remarks
Water Mineralization System - F4 Series - Y6 Series	One (1) Year	Replacement Products or parts are warranted for the remaining period of the original limited warranty period or ninety (90) days, whichever occurs later.
Other NatureFlow Products	One (1) Year	

*The Limited Warranty Period commences from the date of original retail purchase.

For Products you leased, please refer to your leasing agreement with us.

2. WHAT IS COVERED AND NOT COVERED BY THIS LIMITED WARRANTY

WHAT IS COVERED?

This Limited Warranty only covers product issues solely caused by defects in material or workmanship during ordinary consumer use.

1. The feeding water pressure must be between 40 psi and 100 psi (if applicable).
2. The feeding water temperature must be between 40°F and 100°F.
3. Turbidity, iron, manganese, or hydrogen sulfide in the feeding water should be below detectable limits.
4. The Total Dissolved Solids (TDS) level must be less than 1500 ppm.
6. The feeding water is from municipal water / tap water.

WHAT IS NOT COVERED?

This Limited Warranty does not cover product issues caused by or for any other reasons, including but not limited to:

General (applicable to all NatureFlow products)

- Cosmetic damage including scratches, dents, chips, and other damage to the Product finishes, unless failure has occurred due to a defect in materials or workmanship;
- Damage caused by normal wear and tear or otherwise due to the normal aging of the Product;
- Products with original serial numbers that have been removed, altered, or not readily determined;
- Acts of God, flood, fire, lightning, or other natural disasters, wars or other extraordinary events beyond NatureFlow's control;
- Misuse, abuse, improper or incorrect use or operation of the Product or other activities inconsistent with the user's manual or contradictory to the technical specifications relating to the Product;

- Unauthorized repairs, modifications, disassembly, variations, or adjustments to the Product or installation, relocation, or removal of the Product by a third party not authorized by NatureFlow;
- Commercial, industrial, any other non-residential use or use inconsistent with the instructions outlined in the user's manual;
- The use of non-genuine NatureFlow filters, parts, or accessories;
- Failure to make proper routine or preventative maintenance of the Product by the customer (e.g. replacement of consumable parts including water or air filters, cleaning of the Product);
- Mechanical or electric damage to the Product resulted from incorrect installation, configuration, usage, inadequate or improper voltage or current;
- Damage or missing items to any display, open box, discounted, or refurbished product.

More specifically for water-related Products (Water Mineralization System, etc.) where applicable:

- Environmental factors of the customer, including but not limited to, the local water supply characteristics that vary over time and by different geographical region;
- Damage caused by leaky, broken, outworn, or frozen water pipes or its connecting parts, restricted drain lines, inadequate or interrupted water supply;
- Water leakage or damage caused by the customer's use of other appliances with the Product including dishwasher, ice-maker refrigerator, faucet, or any of its connecting parts;
- Damage to tubing lines caused by the customer's negligence or mishandling, or by animal or pet bites;
- Damage to floor caused by water leakage due to the customer's failure to properly maintain.

The costs for repair services, including service trips to deliver, pick up, or install or repair the Product, under these excluded circumstances shall be borne by the customer.

3. HOW TO SUBMIT A LIMITED WARRANTY CLAIM

To submit a limited warranty claim, please contact our call centers as follows:

- For the United States, please call: (888) 650-3797
 - Monday-Friday: 9:00 AM-5:00 PM US Central Time
 - Saturday / Sunday: Closed
- Or email us at service@natureflow.io.
- Or scan the QR code below to fill out a service request form.



To obtain limited warranty service, your claim must be properly submitted during the valid Limited Warranty period and supported with the proof of original retail purchase (or rental agreement signed) and the evidence of the alleged defects for Limited Warranty validation. If NatureFlow determines that the Product contains a defect in material or workmanship, NatureFlow will, at NatureFlow's discretion, either repair or replace the defective Product or refund the purchase price shown on your receipt. If NatureFlow decides to repair the Product, we will arrange our authorized technician to visit your place to perform the repair work. This Limited Warranty is valid only in the country of purchase/rental.

4. HOW DOES STATE LAW APPLY

Some states or jurisdictions do not allow limitations on how long an implied warranty or condition lasts or exclusions or limitations of consequential or incidental damages, so the above limitations or exclusions may not apply to you. This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state or jurisdiction to jurisdiction.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY AND THE REMEDIES HEREUNDER ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES, AND CONDITIONS, WHETHER STATUTORY, EXPRESS, OR IMPLIED. THE REPAIR, REPLACEMENT, OR REPLACEMENT OF NATUREFLOW'S PRODUCT AS PROVIDED UNDER THIS LIMITED WARRANTY SHALL BE THE EXCLUSIVE REMEDY OF THE CONSUMER AT NATUREFLOW'S OPTION.

NATUREFLOW SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGES, INCLUDING CONSEQUENTIAL, INDIRECT, AND INCIDENTAL DAMAGES, ARISING OUT OF THE USE OF, OR INABILITY TO USE, THE PRODUCT OR FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY OR CONDITION ON NATUREFLOW'S PRODUCT. UNDER NO CIRCUMSTANCES SHALL NATUREFLOW BE LIABLE FOR AN AMOUNT GREATER THAN THE ACTUAL PURCHASE PRICE/RENTAL FEES OF THE PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY.

THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENCE ACTS AND/OR OMISSIONS.

5. PROCEDURE FOR RESOLVING DISPUTES

NOTE - Please read this section carefully as it affects your rights and the resolution of Disputes.

INDIVIDUAL ARBITRATION NOTICE: BY PURCHASING EQUIPMENT OR MAKING A CLAIM UNDER THIS LIMITED WARRANTY, YOU ARE AGREEING THAT ALL DISPUTES BETWEEN YOU AND NATUREFLOW WILL BE RESOLVED BY BINDING, INDIVIDUAL ARBITRATION, AS MORE FULLY OUTLINED BELOW.

Contact NatureFlow

Please report any Dispute to our call centers depending on your location. For the United States, please call: (888) 650-3797 (Monday-Friday: 9:00 AM-5:00 PM US Central Time ; Saturday / Sunday: Closed)

Or email us at service@natureflow.io.

Or scan the QR code below to fill out a service request form.



Mandatory Arbitration

Both You and NatureFlow agree that all disputes must be resolved exclusively through final and binding arbitration, and not by a court or jury; however, You or NatureFlow may assert claims in small claims court if: (i) the claims qualify for

small claims court, (ii) the matter remains in small claims court, and (iii) the matter proceeds only on an individual (not a class or representative) basis.

Both You and NatureFlow waive the right to a trial by jury and any right to have a Dispute heard in court. Instead, all Disputes must be resolved in arbitration by a neutral third-party arbitrator. In arbitration, Disputes are resolved by an arbitrator instead of a judge or jury, discovery is more limited than in court, and the arbitrator's decision is subject to limited review by courts. However, the arbitrator must follow the law and can award the same damages as in court, including monetary damages, injunctive relief, declaratory relief, and other relief. The arbitrator's award can be confirmed in any court of competent jurisdiction.

A single arbitrator, with the American Arbitration Association ("AAA"), will conduct the arbitration, and the award may not exceed the relief allowed by applicable law. The arbitration will be conducted in the county of your residence or another mutually agreed location. For claims of \$50,000 or less, the AAA's Supplementary Procedures for consumer-related Disputes will apply. For claims over \$50,000, the AAA's Commercial Arbitration Rules will apply. If either set of rules is not available, the AAA rules applicable to consumer Disputes apply. The AAA's rules and a form initiating arbitration proceedings are available at www.adr.org or by calling 1-800-778-7879.

This arbitration provision is subject to the Federal Arbitration Act ("FAA"), which governs its interpretation and enforcement. To the extent the FAA does not apply to any Dispute, the laws of the State you reside in at the time of purchase/rental shall govern, without regard to principles of conflicts of law, will apply. The arbitrator will decide all issues of interpretation and application of this Dispute Resolution section, the arbitration provision, and the Limited Warranty, with the exception of deciding whether the Arbitration Class Action Waiver in Paragraph

2a is valid or enforceable. A court will resolve any question regarding the validity or enforceability of Paragraph 2a. This Dispute Resolution section will survive termination of this Limited Warranty.