



Wine Guardian Return/Exchange Policy

1. Eligibility for Return/Exchange under Warranty

Uninstalled Wine Guardian units may be returned within 30 days of invoice under the following conditions:

- The unit is unused, uninstalled, and in the original packaging.
- All accessories, manuals, and components are included.
- Unused, uninstalled returns are subjected to a restocking fee of 20% and original freight cost will not be refunded.
- If an exchange unit is purchased the returned unit will be subjected to a 10% restocking fee and original freight cost will not be refunded.
- Freight cost is the responsibility of the owner for returning units.

Wine Guardian units may be returned if:

- The product is defective and unrepairable, or
- The product arrived damaged.

Defective or Damaged Units

If your unit arrives defective or damaged.

- Report on the issue within 5 days of delivery
- Provide photos of the damaged unit or part and a replacement unit or part will be issued after the defective or damaged unit is returned.
- If unit cannot be returned before a replacement unit is issued, then the customer will purchase a new unit, and credit will be issued within 15 business days of defective or damaged unit being received at Wine Guardian.
- Freight costs will be covered by Wine Guardian for defective or damaged units.

All returns of installed units are subject to evaluation by our Technical Service Manager and if approved customers may receive:

- A replacement unit, or
- A repair under warranty, or
- A refund minus any cost to restored unit to working conditions or 20% restocking fee whichever is greater.

Return for repair at Wine Guardian

- Contact Technical Support for returning units if repair is needed at Wine Guardian facility.
- Customers will be responsible for all shipping costs.

2. Non-Returnable Items under warranty

The following cannot be returned:

- Units that have been improperly installed, modified, or damaged by misuse.
- Units showing heavy wear or contamination of debris/dirt.

3. Return of unit not covered by warranty

- If a unit which is not under warranty needs to be repaired, the owner will have the option to contact the Technical Service Manager who will provide an estimate of cost to have the unit returned to Wine Guardian for repair. Once the unit arrives at Wine Guardian it will be evaluated and determined if it is repairable. If it is repairable the unit will be repaired and returned within 15 working days at the customer's expense.
- Freight cost is the responsibility of the owner.

4. Return Process

- Contact Technical Support to initiate a return.

5. Refunds

- Refunds are issued to the original method of payment within 15 business days after the unit has been received at Wine Guardian.
- Shipping charges are non-refundable, except in cases of defective or damaged units.

6. Standard Warranty

GENERAL

Wine Guardian warrants, to the original buyer, its goods and all parts thereof to be free from defects in material and workmanship for a period of 25 months from the date of original invoicing assuming NORMAL USE AND SERVICE.

LIABILITY

Wine Guardian liability shall be limited to the repair or replacement (at its option) of any part, which, at our sole discretion, is determined to be defective. Wine Guardian shall pay standard ground transportation costs to and from original "ship to" address for the replacement and/or return of defective equipment for any mainland US, Canada or Mexico address. Additionally, if a malfunction occurs within the first 13 months from the date of original invoice, Wine Guardian will reimburse the reasonable cost of labor required for the repair or replacement provided authorization is obtained from one of our authorized representatives prior to incurring any labor charges.

LIMITATIONS OF LIABILITY

THESE WARRANTIES ARE MADE IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND IN LIEU OF ANY OTHER OBLIGATION OR LIABILITY, INCLUDING LIABILITY FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. Wine Guardian will not be responsible for any costs or liabilities whatsoever resulting from improper installation or service of its equipment. In the event that Wine Guardian or its distributors are found liable for damage based on any defect or nonconformity in the products, their total liability for each defective product shall not exceed the purchase price of such defective products. Wine Guardian will not be responsible for the removal of defective equipment or the installation of its replacement system. No person or representative is authorized to change these warranties or assume any other obligations or liabilities for Wine Guardian in connection with the sale of its systems.

INDEMNIFICATION

Purchaser agrees to indemnify, hold harmless and defend seller and its officers, directors, agents and employees from and against any and all claims, liabilities, costs and expenses arising out of or related to Purchaser's use of the goods, or in any way involving injury to person or property or accident occasioned by the goods sold by Wine Guardian to Purchaser.

FOREIGN GOVERNMENT AND INDIAN NATIONS

If Purchaser is a foreign government or an Indian nation, Purchaser hereby expressly waives its defense of sovereign immunity in the event of a dispute between Purchaser and Wine Guardian regarding this invoice and Purchaser expressly acquiesces to the jurisdiction of the federal and state courts of the United States.

SEVERABILITY

If one or more of the provisions contained in this contract shall for any reason be held to be invalid, illegal or unenforceable in any respect, such invalidity, illegality or unenforceability shall not affect any provision of this contract, but this contract shall be construed as if such invalid, illegal or unenforceable provision had never been contained.

ADDITIONAL REQUIREMENTS

If a defect covered by the Warranty occurs, contact Wine Guardian for authorization to proceed with corrective action. Do not return any parts or incur any charges for which you expect to be reimbursed under this Warranty without receiving this authorization. If parts are replaced under this Warranty, the defective parts must be returned prepaid within 30 days. This warranty shall be null and void in its entirety if the Serial Number on the air conditioner or compressor is altered, removed or defaced.