



### **LIMITED WARRANTY**

COZOC Group Inc. (hereinafter referred to as "COZOC") warrants only the original purchaser of the product that any original part of the product found to be defective in material or workmanship within one (1) year from the date of the original purchase or fifteen (15) months from the date of shipment from COZOC facility, whichever comes first, will, subject to provisions hereinafter stated, be repaired or replaced with a new or rebuilt part.

No product, or any part thereof, is to be returned to COZOC without prior written approval from COZOC. **A 25% restocking fee may apply to the return of certain products. Please see descriptions of products at the time of purchase for further details.**

### **WHAT IS WARRANTIED:**

The obligation of COZOC under this warranty is limited to the repair and/or replacement of any parts or components that are determined, in the sole and absolute discretion of COZOC, to be defective. The decision to repair or replace the defective part and/or component shall be made in COZOC's sole and absolute discretion. COZOC will bear only normal labor charges performed during standard business hours, excluding overtime, holiday rates or additional fees. The warranty includes travel time not to exceed two hours and mileage not to exceed 50 miles (100 miles round trip).

To be valid, a warranty claim must be asserted during within the applicable warranty period. This warranty is not transferable.

### **ADMINISTRATION of WARRANTY**

For assistance in filing a warranty claim, contact COZOC customer service department at 626.330.6269 during normal business hours. All claims must be filed in writing, see details below, and can be sent via email to [office1@cozoc.com](mailto:office1@cozoc.com) or faxed to 626.956.0765 All requests for warranty repair or replacement must be approved by COZOC, which decision is in COZOC's sole and absolute discretion, prior to dispatching a qualified service provider. COZOC reserves the right to troubleshoot / diagnose any problems via phone or email to determine the appropriate parts needed to service the unit.

In order to file and process a claim, the following information is required.

1. Model Number
2. Serial Number
3. Where the unit was purchased
4. Date of purchase (original sales receipt may be required)
5. Detail description of problem
6. Photos of products and defective parts and/or components

### **THIS WARRANTY DOES NOT APPLY TO:**

1. Any piece of equipment that has been installed, operated or maintained inconsistently with COZOC Group Inc. operating instructions;
2. Any kind of light bulbs and/or display case glass, glass door due to damage of any kind;
3. All kind of calibration;
4. Any part or component that has been modified, changed or altered from its original configuration;
5. Any electrical component that has been damaged due to submergence in any liquid;
6. Any part or component that has been subject to abuse, misuse, neglect or accidents;
7. Equipment damage caused by accident, shipping, improper installation or alteration;
8. Equipment used under conditions of abuse, misuse, carelessness or abnormal conditions, including but not limited to, equipment subject to harsh or inappropriate chemicals such as compounds containing chloride or quaternary salts, poor water quality, or equipment with missing or altered serial numbers;
9. Loss of product; OR
10. Any damages resulting from product defects, including but not limited to consequential or incidental damages of any kind.

### **EXTENT OF WARRANTY:**

All express warranties for the product are contained herein. All other warranties by operation of law, including but not limited to the implied warranties of merchantability and fitness for a particular purpose shall hereby be limited to the applicable express warranty period stated herein. In no event shall COZOC be liable for any claim or any kind, whether base on contract, negligence or strict liability in tort, and by whomever made, for any direct, indirect, incidental or consequential loss, damage or injury, resulting to the purchaser or any third parties, arising out of, connected with or resulting from this Agreement, or from the performance or breach thereof, or from the manufacture, sale, delivery, resale, installation, inspection, repair or use of any product covered by or furnished under this Agreement, whether or not caused by seller's negligence. In no event shall COZOC be liable for loss of use, loss of revenue or profit, or loss of product, or for any indirect, special, incidental, or consequential damages.

Any defective component, part or assembly returned to COZOC will be replaced by COZOC. COZOC will not be responsible for any expenses incurred by the customer under the terms of this warranty, nor shall it be responsible for any damages either consequential, special, contingent, or otherwise; or expenses or injury arising directly or indirectly from the use of a COZOC product. Any component, part or assembly returned to COZOC must be returned at the customer's sole expense along with proof of purchase. COZOC reserves the right to determine whether the terms of this warranty have been properly complied with. In the event that the terms are not complied with, COZOC shall be under no obligation to honor this warranty.

No person except an officer of COZOC is authorized to modify this warranty or to incur on behalf of COZOC any other obligation or liability in connection with COZOC products.

### **Outside U.S. :**

Products sold to or used anywhere outside of the U.S. are not covered under this warranty. COZOC is not responsible for any warranty claims made on products sold or used in such areas.

This Agreement, and all the rights and obligations arising hereunder, shall be construed in according with, and be governed by, the laws of the State of California.