

Golden Technologies, Inc
Limited-Service Agreement
ONE-YEAR TERM

This **Limited-Service Agreement** is administered by: GOLDEN TECHNOLOGIES, INC. To obtain service you must call WSR SOLUTIONS at 571-748-4999 within the applicable Term or Period of Coverage.

The Effective Coverage Period of the Service Agreement commences on the date of the first retail purchase, expires Twelve (12) months from the date of first retail purchase and is non-transferable.

This Service Agreement is an agreement whereby GOLDEN TECHNOLOGIES will furnish to the first retail purchaser of the Designated Product listed below, should it prove defective by reason of improper workmanship and/or material:

- a. **Parts.** For the Coverage Term or Period as provided by the Service Agreement, we will repair or replace, at our option, the Designated Product listed below, without charge for the parts or the cost of shipping. Service as well as replacement for parts used in repair will be covered for the remainder of the product's original Service Agreement term.
- b. **Labor.** For the Coverage Term or Period as provided by the Service Agreement, we will provide the labor for the repair of any warranted items of the Designated Product listed below without charge by a PRE-AUTHORIZED service representative.
- c. **In Home Service.** For the Coverage Term or Period as provided by the Service Agreement, those within a **60-mile radius** of one of our service agents will be provided In Home Service. A representative will be allocated to your home to service the product listed below. **In some instances, it may be necessary for the service agent to remove the product from your home for repair. There are no provisions to provide a replacement while these repairs are being made.**
- d. This Service Agreement is only available in the continental United States and **excludes remote, rural areas** (those outside 50 miles from the closest service agent) as well as the entire states of **Alaska and Hawaii.**
- e. **Golden Technologies reserves the right to terminate this Service Agreement at their discretion.**

AGREEMENT NOTES:

- The consumer should receive acknowledgement from an authorized service center within 24-48 hours from their initial call to Golden Technologies
- Final repairs should be completed within 12 business days. Note: A product replacement, depending on the model, could result in a longer completion time.
- The repair or replacement process may require more than one visit to the consumer's home.
- Life situations whether it be a pandemic, weather, disaster, or any other situation out of normal control nationally, regionally, locally, or worldwide, may delay the start, and/or the completion of the service needed.

EXCLUSIONS:

This Limited Service Agreement does not cover any item requiring replacement associated with normal wear and tear (e.g. tires and tubes, fabrics and coverings, ABS plastic shrouds, motor brushes, external or internal finishes); damage occurred while in process of transit or handling; any parts altered or repaired by unauthorized representatives; parts subjected to misuse, abuse or improper service by the consumer; damage or malfunction resulting from improper operation, maintenance or storage; damage or malfunction resulting from acts of nature or acts of criminal mischief; damage or malfunction resulting from exceeding specified weight limits; items used for commercial, institutional or rental use; unnecessary service calls solely for the purpose of educating the consumer about the use of the product; damage resulting from contamination or battery leakage. Batteries are covered by a separate manufacturer's warranty and are not covered by this service contract.

ANY EXPRESS COVERAGE NOT PROVIDED HEREIN, ANY REMEDY WHICH, BUT FOR THIS PROVISION, MIGHT ARISE BY IMPLICATION OR OPERATION OF LAW, IS HEREBY EXCLUDED AND DISCLAIMED. THE IMPLIED MERCHANTABILITY AND OR FITNESS FOR ANY PARTICULAR PURPOSE IS EXPRESSLY EXCLUDED.

Some states do not allow the exclusion or limitation of incidental, special or consequential damages, so the above limitations or exclusion may not apply to you.

This Limited-Service Agreement gives you specific legal rights, and you may also have other rights, which vary from state to state.

BEFORE REQUESTING SERVICE: Please review the manufacturer's operating instruction booklet (if provided) to insure proper installation and correct customer control adjustments. If the problem persists, please call WSR SOLUTIONS at **1-571-748-4999**.

TO OBTAIN SERVICE: Contact WSR SOLUTIONS at **1-571-748-4999**. Proof of purchase dates are required when requesting service. You may be asked to present your sales receipt or other document, which establishes proof and date of purchase.