

## Warranty Policy

### Satisfaction Guarantee

Falcon Waterfree Technologies guarantees that the customer will have an odor-free, hands-free, sanitary fixture that saves money and time compared to flush urinal systems.

- For customers who choose the urinal purchase plan: If you are not satisfied after 90 days, we will work to remedy the problem for up to 60 days; if you still are not satisfied, we will return your purchase price.
- For time payment and rental plan customers: If you are not satisfied after 90 days, we will work to remedy the problem for up to 60 days; if you are still not satisfied, all further payments will cease.

### One Year Limited Warranty

Falcon guarantees the urinal bowls against manufacturing defects for a period of one (1) year, commencing on the date of installation. Within the guarantee period, Falcon will eliminate, free of charge, any defect in the urinal bowls resulting from faults in material or workmanship either by

repairing or exchanging parts, or exchanging the urinal bowl as Falcon may decide in its sole discretion. The guarantee on parts or replacement urinal bowls ends when the guarantee on the original replaced urinal bowl(s) expires. This guarantee is void under the following conditions:

- a. Damage arising from defects which have a negligible effect on the value and operation of the urinal bowl(s);
- b. If repairs are undertaken by unauthorized persons;
- c. Damage due to misuse or normal wear; and
- d. Defects caused by accident, fire and other acts beyond human control.