

## LinkUp International; Inc. North American Warranty Policy

At LinkUp International; Inc. we take pride in the quality and reliability of our products. We stand behind the craftsmanship and performance of our manufacturing and are pleased to offer the following warranty policy to our valued customers.

1. Warranty Coverage:
  - 1.1. All products manufactured by LinkUp International; Inc.. are covered by a limited warranty. The warranty period begins from the date of shipment and is specified in the product documentation.
  - 1.2. The warranty covers defects in materials and workmanship under normal use and service.
  - 1.3. Standard LinkUp Warranty coverage is 12 months from the shipping date. LinkUp manufactured Refrigerators and Locomotive Rated Air Conditioners coverage is the only exception as these products carry a 24-month warranty.
  - 1.4. It does not cover damage resulting from accidents, misuse, unauthorized modifications, or improper storage and/or installation. Any of the proceeding can result in the warranty becoming null and voided.
2. Warranty Claim Process:
  - 2.1. To make a warranty claim, customers must contact our customer support team by phone or email ([warranty@linkupcorp.com](mailto:warranty@linkupcorp.com)) within the warranty period and obtain an RMA number.
  - 2.2. Customers should provide the following information when contacting our customer support team: - Proof of purchase (order number, invoice, or receipt) - Product name, model number, and serial number (if applicable) - Detailed description of the issue and any supporting documentation (e.g., photos, videos)
3. Warranty Evaluation:
  - 3.1. Upon receiving a warranty claim, our customer support team will evaluate the information provided and may request additional details or clarification.
  - 3.2. If the issue falls within the warranty coverage and meets the warranty claim criteria, within 1-2 business days, our customer support team will provide instructions for further evaluation and/or resolution. In certain cases, LinkUp may administer an inspection fee for products that fall outside of the warranty period.
4. Warranty Resolution:
  - 4.1. A resolution will be made within five (5) business days from the date the product that is associated with the warranty claim is received.
  - 4.2. Depending on the nature of the warranty claim, our resolution options may include:
    - 4.2.1. Repair: Repair the product, free of charge, using new or refurbished parts
    - 4.2.2. Replacement: Replace the product with an equivalent or comparable model
    - 4.2.3. Refund: If repair or replacement is not feasible, we will provide a refund in the form of a credit memo to be used for future purchases of any company's products.
5. Limitations of Liability:
  - 5.1. Our warranty is limited to the repair, replacement, or credit memo options outlined in this policy. We are not liable for any indirect, incidental, or consequential damage arising from the use / misuse, or inability to use our products.
  - 5.2. The maximum liability of LinkUp International; Inc.-under this warranty shall not exceed the original purchase price of the product.
6. Warranty Transferability: This warranty is non-transferable and applies only to the original purchaser of the product.

7. Contact Information: For warranty claims or inquiries, please contact our customer support team at:

- Email: [warranty@linkupcorp.com](mailto:warranty@linkupcorp.com)

Please note that this warranty policy is subject to change without prior notice. For the most up-to-date information and specific details regarding your product's warranty, please refer to the product documentation or contact our customer support team.

Thank you for choosing LinkUp International; Inc. We appreciate your trust in our products, and we are dedicated to ensuring your satisfaction and providing reliable support for your warranty needs.