

# Warranty and Return Agreement

## 1. One year limited warranty

Whip Mix Corporation offers a one-year warranty for VERIWASH, starting from the date of purchase to the customer.

## 2. Warranty coverage

Whip Mix warrants the VERIWASH and all the replacement parts to be free of defects in material and workmanship when used as instructed. Within the period of this warranty, Whip Mix Corporation will repair or replace, free of charge, any parts proving defective in material or workmanship. The list of replacement parts are as follows:

Item no.	Description
79255	VERIWASH Main Body Bottom
79256	VERIWASH Main Body Top
79257	VERIWASH DC Cover
79258	VERIWASH DC Inlet
79259	VERIWASH Wash Impeller w/stop bolt set
79260	VERIWASH Motor Impeller
79261	VERIWASH Motor
79262	VERIWASH Motor Housing
79263	VERIWASH Cooling Fan (5V 0.1A)
79264	VERIWASH PCB Set w/ PCB Bracket
79265	VERIWASH DC Adapter (24V 2.5A)

## 3. Exclusions:

Whip Mix Corporation is not responsible for repairing or replacing the unit or any parts due to misuse, abuse, accidents, alterations, or improper installation.

- Damage resulting from objects falling into the impeller
- Damage from rain or moisture
- Damage due to the unit being dropped
- A malfunction caused by abnormal power source or voltage
- Use of the equipment other than specified in the manual and specified by Whip Mix Corporation.
- Cosmetic or esthetic damage that doesn't affect the functionality of the equipment itself
- Use of a solvent other than alcohol up to 99% isopropyl.

## 4. Obtaining warranty service

Provided all conditions are met, the warranty would entitle the consumer to a full refund or replacement at the discretion of Whip Mix Corporation.

If issues should occur, the following should be checked to determine if warranty service is needed.

1. The customer checks the trouble shooting listed in the user manual to determine if a solution for any given problem is available.
2. The customer checks the online resources available to determine if a solution for any given problem is provided. These online resources will be available at Whip Mix website.
3. If no solution can be found, the customer contacts Whip Mix. Whip Mix team to evaluate the problem and determine what action needs to be taken.
4. If the issue cannot be resolved, Whip Mix will provide instructions on how to return and issue a Return Merchandise Authorization (RMA) and Call tag.
5. Allow approximately 2 weeks for repairs.

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