

Warranty Policy

Two-Year Limited Warranty

Willow Laboratories, Inc. (“Willow Laboratories”) warrants to the original purchaser that our products will be free from defects in materials and workmanship under normal use for a period of two years from the date of purchase. Within this period, we will, at our sole option, and subject to applicable law, repair or replace any components that fail in normal use at no charge to the purchaser. This warranty does not apply to:

- i. cosmetic damage, such as scratches or nicks;
- ii. damage caused by accident, abuse, misuse, water, flood, fire, earthquake or acts of nature or external causes;
- iii. damage to a product that has been modified or altered without our written permission;
- iv. damage to a product that has been connected to cables that have not been provided by us, unless such damage was not caused by the use of such cables and except where prohibited by applicable law;
- v. damage caused by service performed by anyone who is not authorized by us, (vi) damage caused by failure to use the product in accordance with the instructions for use; or
- vi. damage to, or damage cause by, your smartphone or other third-party products.

This product is not cleared by FDA as a medical device and is not intended for the diagnosis, cure, mitigation, treatment, or prevention of any disease or medical condition.

We do not warrant that the operation of the product will be uninterrupted or error-free.

We retain the exclusive right, at our sole discretion and to the extend permitted by law, to:

- i. repair the product using new or refurbished parts, or
- ii. replace the product with a new or refurbished product. If we elect to replace your product and the originally purchased product is no longer available, we will replace your product with a current model that has features equal to or better than your originally purchased product. Any repaired or replacement product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer, or for additional period of time that may be required by law in your jurisdiction. This remedy is provided in addition to any rights you may have under applicable law.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, WHICH MAY VARY FROM JURISDICTION TO JURISDICTION.

THE WARRANTIES AND REMEDIES CONTAINED HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES EXPRESS, IMPLIED, OR STATUTORY, INCLUDING ANY LIABILITY ARISING UNDER ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE. IN JURISDICTIONS WHERE SUCH WARRANTIES CANNOT BE DISCLAIMED, THE DURATION AND REMEDIES OF SUCH WARRANTIES ARE LIMITED TO THE DURATION OF THIS EXPRESS WARRANTY

AND REMEDIES DESCRIBED IN THIS WARRANTY. SOME JURISDICTIONS DO NOT ALLOW LIMITATION ON IMPLIED WARRANTIES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

IN NO EVENT SHALL WILLOW LABORATORIES BE LIABLE FOR MY INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES, OR FOR ANY TRAFFIC FINES OR CITATION, WHETHER RESULTING FROM THE USE MISUSE OR INABILITY TO USE THE PRODUCT OR FROM DEFECTS IN THE PRODUCT. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. NOTHING IN THIS WARRANTY LIMITS OR EXCLUDES LIABILITY THAT CANNOT BE LIMITED OR EXCLUDED UNDER APPLICABLE LAW.

In order for us to evaluate your product, we require that you return to us both the device and the sensor. We will be unable to provide warranty service if we do not receive both the device and the sensor, unless such requirement is prohibited by applicable law.

We will provide shipping at no charge to you if you are shipping your purchase to us within the United States. You must pay for shipping if you are shipping your purchase to us from outside the United States.

US Warranty Service

To obtain warranty service in the United States:

- Request a Return Merchandise Authorization (RMA) number from us. To request an RMA, please contact us at support@willowlabs.ai or call us at 1 (855) 499-5227 and select Support. Please note the purchaser's name and order number. We will send you an RMA number and a shipping label via email.
- Take your returned product to your nearest Fedex location. Securely pack both the device and sensor along with your RMA number in standard packaging materials available at Fedex.
- Affix your preprinted shipping label to the box.
- Please retain your shipment tracking number for proof of shipment.

If you return your product without an RMA number, without all of the accessories included in the purchase, or without the original packaging, we will charge you a restocking fee equal of 15% of the original price where permitted by applicable law.

We will process your refund within 14 days of receipt of returned product.

International Warranty Service

To obtain warranty service outside the United States:

- Request a Return Merchandise Authorization (RMA) number from us. To request an RMA, please contact us at support@willowlabs.ai or call us at 1 (855) 499-5227 and select Support. Please note the purchaser's name and order number. We will send you an RMA number and a shipping label via email.
- Securely pack both the device and sensor along with the RMA number.

- Ship the product, freight charges prepaid, to:

Willow Laboratories, Inc.

Attn: Support

121 Theory

Irvine, CA USA 92617

- Please retain your shipment tracking number for proof of shipment.