

## **Bowerbird Energy LLC Warranty Policy**

### **Product Warranty**

Bowerbird Energy LLC (“Bowerbird”) guarantees to the original purchaser that all manufacturers’ warranties offered to Bowerbird will pass through to all applicable customers of Bowerbird, including other distributors, contractors, or end-users and will be free from defects as stated in the manufacturer warranty documents and specification sheets provided during the sale of products. Manufacturer may update warranty documents without notice to Bowerbird or others.

### **Service Warranty**

Bowerbird guarantees to the original purchaser of services, that all workmanship and labor services, shall be free from defect for one year from the date of completion, as defined in the original contract. Bowerbird will not cover warranty claims arising from; neglect, abuse, misuse, line or load surges, acts of God and weather-related incidents, or other damage deemed not under the control of Bowerbird. Liability for incidental or consequential damages is hereby expressly excluded. Bowerbird’s total liability to any customer for any claim hereunder shall not exceed the total amount actually paid by the end-user in connection with the product or service giving rise to a claim from the customer. This warranty is not transferable in any fashion or any way. The purchaser is the only person in which the warranty is granted towards.

### **Warranty Claim Process**

End-user files a Warranty Claim Report with Bowerbird, in full so that Bowerbird has all information to determine the manufacturer that was used for that specific product or the technician that performed the service. Information provided should include, but not limited to; model #, part #, copies of purchase orders, identification of the Scope of Work and Bill of Materials, pictures, video, and other forms of shared information. Bowerbird will launch an investigation based on the Warranty Claim Report Filed. If it is determined to Bowerbird’s full satisfaction that the product did fail or the service is covered under warranty, Bowerbird will repair or send the same or similar replacement product, depending upon availability, and/or correct the issue(s) surrounding the warranty claim on service. This warranty DOES NOT cover the removal or reinstallation costs or expenses, including any labor expenses, or shipping expenses if a warranty claim is filed only for failed product. Bowerbird will make every effort to file and process all warranty claims on behalf of the original purchaser and in coordination with the manufacturers of the failed products. Bowerbird has never experienced a failed warranty claim, but we DO NOT guarantee a successful warranty claim. Time is of the essence and will be considered. Please make sure you have all required documentation available for processing claims efficiently.

### **Summary**

- Products – Mirrors manufacturer’s warranty: 1 - 10+ years, limited or in full depending on manufacturers terms and conditions.
- Services – 1 year from date of installation, unless otherwise agreed.
- Claims process – Every claim will be considered urgent. Total duration may exceed 30 days.