

AUSTERE

PRODUCT GUARANTEE

LIMITED LIFETIME GUARANTEE FOR CONSUMER

Austere, located at 9375 SW Commerce Circle, Suite 7, Wilsonville, OR 97070, USA, extends this Limited Lifetime Guarantee to you. This guarantee does not override any additional rights or remedies granted to you by statutory or common law. It grants you specific legal rights, and you may possess other rights that vary depending on your state or country of residence.

GUARANTEE COVERAGE

Austere guarantees the proper functioning of all Austere products, provided they are used in accordance with the applicable instructions and warnings and are free from original defects in material and workmanship throughout the lifetime* of the product. This guarantee is subject to the conditions and limitations outlined below. If the product should exhibit material or workmanship defects within that period, Austere will, at its sole discretion and subject to the following terms, conditions, and limitations, either repair or replace the defective product with a comparable product if the specific model is no longer available, or refund you the original purchase price paid to the authorized dealer if repair or replacement is not commercially practical or cannot be completed promptly.

Neither party shall be liable to the other for any indirect, special, incidental, punitive, or consequential damages resulting from or related to this agreement. This includes, but is not limited to, loss of profits, loss of business, loss of revenue, loss of data, or any other economic or commercial losses, whether foreseeable or not, even if advised of the possibility of such damage in advance.

*Lifetime: refers to the duration of product use under normal circumstances, following all instructions and warnings, until the product can no longer function for its intended purpose. Lifetime is further defined as the expected and typical lifespan of the product, specifically excluding the lifetime of the original purchaser or user.

CONDITIONS OF GUARANTEE

1. Product Registration: You must register your product within the first 12 months of purchase through the registration portal provided:
<https://airtable.com/shrAxitRy7cGGhAZn>.
 - a. Failure to register the product within the first 12 months of purchase renders the Limited Lifetime Guarantee null and void, and no claims will be accepted by Austere.

IMPORTANT NOTE

Prior to use, it is the responsibility of the individual user to carefully review all instructions and warnings and determine whether this product is suitable, adequate, and safe for the intended use. Due to the wide range of individual applications, Austere makes no representation or guarantee regarding the suitability or fitness of these products for any specific application.

FORMAL GUARANTEE CLAIM

HOW TO MAKE A CLAIM

In the event of a product defect, please comply with the following instructions:

1. Immediately contact Austere at 1-855-672-0684 or send a message directly to the Austere support team at support@austere.com to report the defect and receive claim filing instructions.
2. Provide sufficient proof of purchase from an authorized distributor, including the original date and place of purchase and the product description and price (physical or digital receipt, credit card statement, or proof of product registration).
3. Obtain a Return Authorization Number. This number will be essential for processing your claim effectively.
4. Upon receipt of a claim form (which will be sent to you after you file your Formal Warranty Claim), complete the form in its entirety with all necessary details.
5. Pack and ship the product and all claim forms in appropriate packaging to prevent damage during return shipping. It is your responsibility to ensure proper packaging. If the item is returned with shipping damage due to insufficient packing cartons and materials, Austere may void your claim.
 - a. Include the claim number on the shipping label and/or within the package. You must prepay all shipping costs. If your item is returned for repair, you must also pay the cost of the return estimate.

By using Austere's product, you consent to be bound by the terms and conditions of this Limited Lifetime Guarantee. If you do not agree to the terms and conditions of this guarantee, it is recommended that you return the product to the authorized dealer of purchase to inquire about a refund.

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