

SmartStore 10 Year Guarantee Policy

1. What does the SmartStore 10 year guarantee mean?

All SmartStore products that carry a label saying “10 Year Guarantee” are guaranteed to stay functional for a period of 10 years, fulfilling their original purpose. If a consumer buys a product that is faulty or becomes faulty, s/he is entitled to get a full refund in form of a new product. The guarantee does not in any way impact the legal rights of consumers.

2. When does the guarantee not apply?

- The guarantee does not cover SmartStore products which have been damaged as a result of **wear or tear from normal use**, e.g. faded colors due to exposure to sunlight, or scratches on the surfaces.
- The guarantee does not apply when the products have been **misused or subjected to carelessness** (such as being dropped) or **abnormal usage conditions**.
- The guarantee does not cover for any damages that have occurred indirectly, or as a result of using the product.

3. Claiming the guarantee and refunding consumers

- To make a claim under the 10 year guarantee, the consumer must provide proof of the damaged product, together with an explanation of how the damage has happened.
- If nothing strongly suggests that the damaged product is **not** covered by the guarantee (point 2. above), the consumer will be fully refunded, with the same or similar product, free of charge.
- If the exact same product is not available anymore, for whatever reason, the consumer will get the closest equivalent that is sold at the point-of-purchase.
- The consumer must leave the faulty or damaged product at the store before being refunded with new product. Personal contact details must also be provided by the person making the claim, in case we need to ask questions later. Note! The questions will only relate to the faulty product and the contact details will not be used for any marketing purposes.

4. Proof of purchase

The consumer should always be asked to present a valid proof of purchase, however a lack of proof will not stop the consumer from getting a refund. We do recognize the challenge of saving receipts for purchases dating several years back.



5. What should the Retailer do with the returned goods?

Normally, we do not need the products back and the Retailer can dispose of them as per their regular recycling and waste management process. However, in rare cases, if there are 5 products or more refunded simultaneously under the SmartStore 10 year guarantee, we wish that a) The Retailer informs us about the refunds as soon as possible, and b) the faulty products would be stored at the Retailer's premises, until it is agreed with Orthex Group whether or not the products are needed for inspection in one of our factories. We want to investigate potential issues in depth and this will help us to do so. We will always arrange to ship back the products to our warehouse at our own cost.

6. How is the retailer compensated?

Orthex Group fully compensates the Retailers for all products refunded to consumers under the SmartStore 10 year guarantee. The compensation can be done in whatever way is agreed between Orthex Group and the Customer, for example via credit note against the next invoice, or via quarterly or bi-annual consolidation invoices.

7. What if the retailer does NOT want to compensate consumers?

As the Retailer often is the consumer's first point of contact, our wish is to work together with all our Customers in offering consumers the SmartStore 10 year guarantee. This will most likely generate goodwill for all parties. It will also serve our consumers, who will get their problems solved immediately and flexibly at the point-of-purchase.

However, the consumers are also always free to contact Orthex Group directly. This can easily be done via the contact form on our corporate website www.orthexgroup.com. If the consumer is not refunded at the retail outlet, s/he should be advised to contact Orthex Group. After receiving the claim, we will refund the consumer if the claim is deemed valid.

8. Contact in case of questions:

RETAILERS: In case you have questions on the guarantee, or the refunding or compensation process, please contact your Orthex Group sales representative.

CONSUMERS: To make a claim under the SmartStore 10 year guarantee, or to enquire about the guarantee process or any other matters related to our products, please fill in the contact form on our corporate website www.orthexgroup.com

