



Warranty Policy

WHILL

U.S. LIMITED PRODUCT WARRANTY POLICY

September 1, 2019

WHILL, Inc. (WHILL) personal mobility and wheelchair products ("Product") are warranted against defects in materials and workmanship as follows, for a period from the date of your receipt of the Product from WHILL or a WHILL-authorized third-party distributor or reseller equal to the following: (i) with respect to the base and seat frame, five (5) years, and (ii) with respect to the seat and back cushion, two (2) years, and (iii) with respect to the electrical and mechanical components, batteries, and tires, one (1) year ("Warranty Period") in each case when used in accordance with the applicable usage documentation. If a defect arises during the Warranty Period, WHILL will, at its option: (a) provide replacement parts that are new and/or previously used parts that are equivalent to new in performance and reliability to the defective parts or, with your consent, are at least functionally equivalent to the parts they replace; or (b) exchange the affected Product with a functionally equivalent Product that is new or formed from new and/or previously used parts that are equivalent to in performance and reliability or, with your consent, a Product that is at least functionally equivalent to the Product it replaces.

This warranty excludes: (i) normal depletion of consumable and/or wearable parts (such as trim components and covers for the seat and back cushion) unless failure has occurred due to a defect in materials or workmanship; and (ii) damage resulting from abuse, accident, modifications, unauthorized repairs, or other causes that are not defects in materials and workmanship.

Further this warranty does not cover any labor costs that may be incurred in connection with installation or repair of your Product. The Product is sold primarily through third-party distributors and/or resellers, which provide warranty repair services to WHILL customers, who may or may not charge fees for their repair labor under separate terms and conditions. In the event the distributor or reseller is no longer in business or has ceased to sell WHILL products, WHILL will provide a list of authorized repair companies. Please contact WHILL to obtain a current list of authorized repair companies.

This warranty is valid solely for customers who purchased their Product directly from WHILL or a WHILL-authorized third-party distributor or reseller in the United States and Canada. This warranty is not valid outside of the United States and Canada.

Some states and countries do not allow limitations on how long such warranties, conditions, and/or implied terms may last, so the limitation described above may not apply to you. This warranty is offered in addition to rights and remedies conveyed by consumer protection laws and regulations that cannot be statutorily waived, and does not affect your applicable statutory rights.

No person other than WHILL is authorized to modify this limited product warranty.