

LIMITED WARRANTY

GENERAL TERMS

All products manufactured by Lavi Industries are inspected before shipment. However, if any such product supplied hereunder is:

- a. Defective in material or workmanship upon receipt, or
- b. Failing to perform as specified within the product warranty period

Then such products shall be subject to the following warranty terms.

WHAT IS COVERED BY THIS WARRANTY?

Lavi Industries ("Lavi") warrants Lavi products and accessories ("Lavi Product") against defects in materials and workmanship when utilized for their intended use, in accordance with Lavi's published guidelines. Lavi's published guidelines include but are not limited to information contained in technical specifications, user manuals and service communications.

Please see the table below for the Warranty Periods which commence on the date of original purchase. ("Warranty Period"):

| Product Line | Warranty Period | Product Line | Warranty Period |
|---|---|---|-----------------|
| Traditional Stanchions | Posts: 5 Years; Ropes: 2 Years | All Signs and Graphics Holders Manufactured by Lavi | 2 Years |
| Beltrac® Stanchions including all mounting and Panel solutions. | Post: 5 Years Belt & Belt Mechanism: 3 Years | Transport Carts | 2 Years |
| Tempest® Retractable Belt Posts | 1 Year | Railings and Railings Components | 3 Years |
| JetTrac® Dual, JetTrac® Shuttle and JetTrac® Satellite Post | Post and Platform: 3 Year Belt: 1 Year | NeXtrac® Shelving and Store Fixture solutions | 2 Years |
| NeXtrac® Portable Gondola | 2 Years | Qtrac® CF | 90 Days |

WHAT IS NOT COVERED BY THIS WARRANTY?

- a) Consumable parts, such as batteries or protective coatings that may diminish over time.
- b) Cosmetic damage, including but not limited to scratches, and dents
- c) Damage caused due to use in conjunctions with another product.
- d) Damage caused by abuse, misuse, liquid contact, fire, earthquake or other external causes.
- e) Damage caused by installation or assembly performed by anyone who is not a representative of Lavi.
- f) Lavi Products that have been modified to alter functionality or capability without the written permission of Lavi.
- g) Normal wear and tear.

WARRANTY SERVICE

The buyer shall notify Lavi in writing within 30 days of the occurrence and Lavi shall, upon verification of Product Warranty eligibility, ship back the defective products without cost to Buyer, and repair or replace the defective products or at Lavi Industries' option, refund the purchase price. Lavi may require the issuance of a valid PO for the value of the replacement products.

Lavi will provide warranty service through either of the following options:

- a) Return-to-Factory Service: At Lavi option you will receive a prepaid waybill, so that you may ship your Lavi Product to a location in accordance with Lavi's instructions. Once service is complete, Lavi will return the Product at no-cost to you. Please note - to be eligible for this free service you must follow Lavi's instructions.
- b) Do-it-yourself (DIY) parts service: At Lavi option Lavi will send you replacement parts which allow you to service Lavi Product on your own.

Lavi is not responsible for any labor costs incurred relating to DIY parts service.

The following DIY process will apply:

1. Upon verification of the eligibility, Lavi will send you DIY replacement Parts with the appropriate Instructions for field repair/replacement.
2. In case eligibility cannot be verified Lavi will require you to issue a valid PO for the value of the replacement parts, and will require you to return the defective parts. Lavi will Invoice you for these parts and cancel the invoice upon warranty eligibility.

In the event it is determined that the damage is not covered by the warranty, Lavi reserves the right to charge a reasonable repair fee.

HOW TO OBTAIN WARRANTY SERVICE

For items purchased directly from Lavi, call 877-275-5284 to obtain a Lavi Return Authorization Number (RA #). For products purchased through a Lavi dealer, contact your dealer for a Lavi RA number. A copy of the original Lavi invoice must be supplied to Lavi by fax or mail prior to the issuance of an RA Number.

- Pack the product carefully, and clearly label each box with the Lavi RA Number.
- Include a note with your name, street address, and telephone number, along with a brief description of the defect.
- Ship the packages pre-paid and insured for the full value to Lavi specified location.
- Be sure to save proof of shipping in case shipment is lost or damaged in transit.

LIMITATION OF LIABILITY

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, LAVI IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY OF ITS PRODUCTS OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY.

LAVI DISCLAIMS ANY REPRESENTATION THAT IT WILL BE ABLE TO REPAIR ANY PRODUCT UNDER THIS WARRANTY OR REPLACE THE LAVI PRODUCT WITHOUT RISK OF LOSS.