

# Evervue Warranty Policy

## 1. Warranty Coverage

### 1.1 Limited Warranty Coverage

Subject to the terms, conditions, limitations, exclusions, and procedures set forth in this Warranty Policy, Evervue warrants that its products shall be free from defects in materials and workmanship under normal residential and commercial use during the applicable warranty period.

This Limited Warranty applies only to products purchased directly from Evervue, an authorized Evervue distributor, reseller, dealer, or other authorized sales channel and is valid only for the original purchaser unless otherwise required by applicable law.

The warranty applies solely to manufacturing defects that materially affect the functionality of the product and does not constitute a guarantee against normal wear and tear, cosmetic variations, misuse, improper installation, accidental damage, environmental conditions, or other excluded circumstances.

All purchases include a limited warranty covering manufacturing defects and complimentary technical support as specified in the applicable product documentation, quotation, invoice, warranty certificate, or sales agreement. Evervue currently provides a twelve (12) month warranty against manufacturing defects for standard products unless a longer warranty period is expressly stated in writing.

## 1.2 Products Covered

This Limited Warranty applies to eligible Evervue products, including but not limited to:

- MirrorVue™ Mirror Televisions;
- Grand Mirrors™ Lighted Mirrors;
- QAIO™ Smart Mirrors;
- DecoVue™ Framed Mirror Televisions;
- Ocea™ Bathroom Televisions;
- Cosmos™ Outdoor Televisions;
- Cosmos™ Marine Televisions;
- CabiTV™ Cabinet Televisions;
- Spectrum™ Commercial Displays;
- Cinema™ Display Solutions; and
- Other products expressly sold under the Evervue brand.

Coverage may vary depending on the product category, model, project specifications, installation environment, and warranty period specified at the time of sale.

## 1.3 Covered Manufacturing Defects

Subject to the exclusions set forth in this Warranty Policy, the warranty generally covers verified manufacturing defects affecting:

- Internal electrical components;
- Factory-installed display panels;
- Factory-installed electronic assemblies;
- Internal wiring and electrical connections;

- Power supplies supplied by Evervue;
- Factory-installed control systems;
- Structural manufacturing defects;
- Defects in materials and workmanship arising during normal intended use.

Evervue shall determine, in its reasonable discretion, whether a reported issue constitutes a manufacturing defect covered by this warranty.

#### **1.4 Warranty Remedies**

If a valid warranty claim is approved by Evervue, Evervue may, at its sole option:

- Repair the defective product;
- Replace the defective product;
- Replace defective components;
- Supply replacement parts;
- Provide refurbished replacement components;
- Provide a comparable replacement product; or
- Provide another remedy permitted by applicable law.

Any repaired or replacement product may contain new, refurbished, reconditioned, or functionally equivalent parts. Evervue reserves the right to repair or replace products using new or refurbished components.

Any repair, replacement, or other warranty remedy provided by Evervue shall remain subject to the limitations set forth in Section 1.5 (Labor, Removal, Reinstallation, and Third-Party Costs).

The remedies set forth in this Warranty Policy constitute the Customer's exclusive remedies for warranty claims except where prohibited by applicable law.

## 1.5 Labor, Removal, Reinstallation, and Third-Party Costs

Unless expressly agreed otherwise in writing by Evervue, this Limited Warranty covers only the repair, replacement, or supply of defective products or components determined by Evervue to be covered under this Warranty Policy.

The Limited Warranty does not cover and Evervue shall not be responsible for:

- Removal of installed products;
- Reinstallation of repaired or replacement products;
- Contractor fees;
- Electrician fees;
- Plumber fees;
- Carpenter fees;
- Installer fees;
- Service call charges;
- Equipment rental costs;
- Crane, lift, scaffold, or access equipment costs;
- Project management costs;
- Travel expenses;
- Accommodation expenses;
- Shipping costs not expressly covered by Evervue;
- Lost profits;
- Loss of business;
- Loss of use;
- Project delays;
- Downtime costs; or
- Any incidental, indirect, special, consequential, or punitive damages to the fullest extent permitted by applicable law.

Customers are solely responsible for all labor, installation, removal, reinstallation, and related service costs associated with warranty claims unless otherwise required by applicable law or expressly agreed by Evervue in writing.

### **1.6 Technical Support**

Eligible products include complimentary technical support provided on a fair-use basis during the support period specified by Evervue. Evervue currently provides ninety (90) days of complimentary technical support for eligible products unless otherwise stated in writing.

Technical support is available only to the original bill-to and ship-to customer and may require proof of purchase, invoice documentation, photographs, videos, troubleshooting information, and reasonable cooperation from the Customer.

### **1.7 Original Purchaser Requirement**

This Limited Warranty applies only to the original purchaser of the product and is not transferable unless otherwise required by applicable law or expressly agreed by Evervue in writing.

Evervue may require proof of purchase, invoice records, serial numbers, project documentation, or other evidence reasonably necessary to validate warranty eligibility.

### **1.8 Geographic Coverage**

Warranty service may vary depending on the Customer's location and the applicable Evervue entity responsible for the sale.

Where a product must be returned for inspection, repair, or replacement, the Customer may be responsible for shipping costs, import duties, taxes, customs charges, brokerage fees, insurance costs, packaging expenses, and related transportation charges as further described in this Warranty Policy.

## **1.9 Accessories**

Unless otherwise expressly stated in writing, accessories, consumables, batteries, third-party devices, third-party software, and other ancillary items are not covered by this Limited Warranty.

## **1.10 Warranty Claim Submission Procedure**

All warranty claims, technical support requests, product defect reports, service requests, replacement part requests, and warranty-related inquiries must be submitted through Evervue's official Warranty and Service Portal located at: <https://www.evervue.com/report/>

Customers must create a service ticket and provide all information reasonably requested by Evervue, including but not limited to:

- Proof of purchase;
- Invoice number;
- Order number;
- Product photographs;
- Videos of the reported issue;
- Serial numbers (where applicable);
- Installation photographs;
- Troubleshooting information; and
- Any additional supporting documentation reasonably requested by Evervue.

Warranty claims submitted through email, telephone calls, social media platforms, text messages, third-party messaging applications, or other communication methods may be redirected to the official Warranty and Service Portal and shall not be considered formally submitted until a service ticket has been created through the portal.

Failure to submit a warranty claim through the official Warranty and Service Portal may delay claim processing and warranty evaluation.

### **1.11 Customer Preservation of Evidence**

Customers submitting warranty claims must preserve the product, affected components, original packaging (where available), photographs, videos, serial numbers, installation records, and any other evidence reasonably relevant to the reported issue until Evervue completes its investigation and confirms in writing that such materials may be discarded.

The Customer shall not dispose of, alter, modify, repair, dismantle, relocate, destroy, or otherwise interfere with the product or relevant evidence in a manner that may impair Evervue's ability to inspect, evaluate, test, verify, or investigate the claim.

Evervue reserves the right to request additional photographs, videos, documentation, testing results, inspection access, return of components, or return of the product as part of its warranty evaluation process.

Failure to preserve relevant evidence may result in delays in claim processing, limitation of available remedies, or denial of warranty coverage where Evervue is unable to reasonably verify the reported condition.

## **1.12 Statutory Rights**

This Limited Warranty is provided in addition to, and not in place of, any rights or remedies available under applicable law.

Nothing in this Warranty Policy shall exclude, restrict, or limit any mandatory consumer guarantees, statutory warranties, or consumer rights available under applicable laws, including but not limited to:

- United States federal and state consumer protection laws;
- Australian Consumer Law (ACL);
- United Kingdom Consumer Rights Act 2015;
- Dutch Civil Code and European Union consumer legislation;
- Hong Kong consumer protection laws;
- United Arab Emirates Consumer Protection Law; and
- Any other applicable laws that prohibit the exclusion of consumer rights.

## **2. Warranty Period**

### **2.1 Standard Warranty Coverage**

Unless otherwise expressly stated in a written quotation, invoice, warranty certificate, product documentation, sales agreement, project contract, dealer agreement, promotional offer, or extended warranty program, Evervue products are covered by a Limited Warranty against manufacturing defects for a period of one (1) year from the date of delivery to the original purchaser.

The warranty period begins on the date the product is delivered to the Customer or otherwise deemed delivered under the applicable shipping terms.

## 2.2 Product Warranty Periods

The following standard warranty periods apply unless a longer warranty period is expressly confirmed in writing by Evervue:

<b>Product Category</b>	<b>Standard Warranty</b>
MirrorVue™ Mirror Televisions	1 Year Limited Warranty
Grand Mirrors™ Lighted Mirrors and Mirrors	1 Year Limited Warranty
Ocea TV™ Bathroom Televisions	1 Year Limited Warranty
Cosmos™ Outdoor Televisions	1 Year Limited Warranty
Cosmos™ Marine Televisions	1 Year Limited Warranty
QAIO™ Smart Mirrors	1 Year Limited Warranty
CabiTV™ Cabinet Televisions	1 Year Limited Warranty
Spectrum™ Commercial Displays	1 Year Limited Warranty
Cinema™ Display Solutions	1 Year Limited Warranty
Accessories and Optional Components	Not Covered

## 2.3 Extended Warranty Programs

Certain products, product lines, commercial projects, hospitality projects, healthcare projects, marine projects, government projects, dealer programs, promotional campaigns, or special sales programs may qualify for extended warranty coverage beyond the standard warranty period.

Extended warranty coverage may include:

- Three (3) Year Limited Warranty;
- Five (5) Year Limited Warranty;
- Project-Specific Warranty Programs;
- Commercial Warranty Programs;

- Promotional Warranty Programs; or
- Other warranty periods expressly offered by Evervue.

Any extended warranty shall only apply where:

- Expressly stated in writing by Evervue;
- Included in the quotation, invoice, order confirmation, warranty certificate, project agreement, or sales contract;
- Purchased as an optional extended warranty program; or
- Offered as part of a specific promotion or commercial agreement.

#### **2.4 Precedence of Written Warranty Commitments**

Where the warranty period stated in a quotation, invoice, warranty certificate, order confirmation, project agreement, dealer agreement, commercial agreement, or other written document differs from the standard warranty period stated in this Warranty Policy, the warranty period stated in the applicable written document shall prevail for that specific transaction.

#### **2.5 Warranty Repairs and Replacement Products**

Products repaired or replaced under warranty shall remain covered for the remainder of the original warranty period or ninety (90) days from the date of repair or replacement, whichever is longer, unless otherwise required by applicable law.

Replacement products may be new, refurbished, reconditioned, remanufactured, or functionally equivalent products at Evervue's discretion.

## **2.6 Commercial and Project-Based Orders**

For hospitality, healthcare, marine, construction, government, commercial development, reseller, distributor, and other project-based orders, warranty periods may be modified by written agreement between Evervue and the Customer.

Such project-specific warranty provisions shall take precedence over the standard warranty periods stated in this Warranty Policy.

## **2.7 Proof of Warranty Eligibility**

To obtain warranty service, the Customer must provide satisfactory proof of purchase, including:

- Invoice;
- Order confirmation;
- Warranty certificate;
- Proof of delivery;
- Serial number (where applicable); and
- Any additional documentation reasonably requested by Evervue.

Failure to provide satisfactory proof of warranty eligibility may result in denial of warranty coverage.

## **2.8 Charges Advanced by Evervue**

Where Evervue advances shipping charges, freight charges, customs charges, duties, taxes, storage fees, warehousing fees, inspection fees, return transportation charges, or other costs on behalf of the Customer in connection with a warranty

claim, repair, replacement, inspection, or warranty service, the Customer shall reimburse Evervue immediately upon demand unless such charges are expressly covered by Evervue under the applicable warranty remedy.

Any amount not paid within fifteen (15) calendar days of the invoice date may accrue interest at the lesser of:

- a. one and one-half percent (1.5%) per month (eighteen percent (18%) per annum); or
- b. the maximum rate permitted by applicable law, until paid in full.

The Customer shall also be responsible for all reasonable collection costs, administrative expenses, attorneys' fees, court costs, arbitration fees, and enforcement expenses incurred by Evervue in recovering unpaid amounts to the fullest extent permitted by applicable law.

## **2.9 Inspection and Testing Prior to Installation**

Upon delivery, Customers must promptly inspect the product and perform reasonable testing of its basic functions prior to installation, wall mounting, permanent integration, modification, or disposal of packaging materials.

Customers shall verify, where applicable:

- Product condition;
- Glass and mirror condition;
- Display functionality;
- Audio functionality;
- Remote-control functionality;
- Electrical operation; and

- General product performance.

Any visible shipping damage, missing components, incorrect product configuration, or readily apparent defect must be reported in accordance with Evervue's Shipping & Delivery Policy before installation.

Installation, wall mounting, permanent integration, modification, use, or disposal of original packaging materials constitutes acknowledgment that the Customer has had a reasonable opportunity to inspect the product and verify its condition upon delivery.

Failure to inspect and test the product prior to installation may delay, limit, or adversely affect Evervue's ability to evaluate warranty claims, transport damage claims, missing parts claims, or other product-related claims.

## **2.10 Statutory Rights**

This Warranty Policy provides additional benefits and does not replace, limit, or exclude any mandatory statutory rights, consumer guarantees, or legal remedies available under applicable law.

Where local law provides greater protections, those rights shall prevail to the extent required by law.

## **3. Covered Defects**

Subject to the limitations, exclusions, and conditions contained in this Warranty Policy, Evervue's Limited Warranty covers verified defects in materials and workmanship arising during normal intended use.

### **3.1 Manufacturing Defects**

Covered manufacturing defects include defects resulting from errors in manufacturing, assembly, fabrication, or workmanship that materially impair the intended function of the product.

Examples include:

- Defective factory assembly;
- Manufacturing faults;
- Defective internal components;
- Defects in factory-installed systems;
- Product failures resulting from manufacturing processes.

### **3.2 Electrical Defects**

Covered electrical defects may include:

- Failure of factory-installed electrical components;
- Defective power supplies supplied by Evervue;
- Factory-installed control system failures;
- Internal wiring defects;
- Defective electronic assemblies.

Coverage applies only where the defect is determined by Evervue to be the result of a manufacturing defect and not external causes.

### **3.3 Structural Defects**

Covered structural defects may include:

- Defects in the product frame;
- Defects in factory-installed structural components;
- Manufacturing defects affecting the integrity of the product housing;
- Structural failures caused by manufacturing errors.

Normal wear, cosmetic conditions, environmental deterioration, transportation damage, and external impacts are not structural defects.

## **4. Warranty Exclusions**

The Limited Warranty does not cover any loss, damage, defect, malfunction, deterioration, or failure resulting from:

### **4.1 Improper Installation**

- Installation contrary to Evervue instructions;
- Improper electrical connections;
- Improper mounting;
- Installation by unqualified personnel;
- Failure to comply with applicable building or electrical codes.

### **4.2 Improper Maintenance**

- Failure to maintain the product;
- Failure to follow maintenance instructions;
- Improper cleaning methods;

- Use of inappropriate cleaning products;
- Failure to perform recommended inspections.

### **4.3 Corrosion and Environmental Exposure**

- Corrosion;
- Oxidation;
- Rust;
- Salt-air exposure;
- Chemical exposure;
- Excessive humidity;
- Water intrusion caused by external factors;
- Environmental contamination.

### **4.4 Abuse and Misuse**

- Negligence;
- Abuse;
- Misuse;
- Accidental damage;
- Physical impact;
- Vandalism;
- Unauthorized modifications;
- Unauthorized repairs;
- Improper storage or transportation.

### **4.5 External Causes**

- Power surges;
- Electrical fluctuations;

- Lightning;
- Fire;
- Flood;
- Natural disasters;
- Acts of God;
- Government actions;
- Force majeure events.

#### **4.6 Third-Party Equipment**

- Third-party hardware;
- Third-party software;
- Third-party accessories;
- Customer-supplied components;
- Integration issues involving third-party systems.

#### **4.7 Consumables and Wear Items**

Unless expressly stated otherwise, the warranty does not cover:

- Batteries;
- Consumables;
- Routine maintenance items;
- Normal wear and tear.

#### **4.8 Cosmetic Conditions**

The warranty does not cover:

- Minor scratches;

- Surface blemishes;
- Cosmetic imperfections that do not affect functionality;
- Variations permitted under Section 6 (Minor Imperfections Policy).

The Limited Warranty does not cover chipped corners, edge chips, corner impacts, edge abrasions, transportation-related glass damage, handling damage, installation damage, or other cosmetic damage occurring after shipment or delivery.

#### **4.9 Customer-Supplied Specifications**

Evervue shall not be responsible for defects, issues, or performance concerns resulting from:

- Customer-supplied measurements;
- Customer-approved drawings;
- Customer-approved specifications;
- Customer-requested modifications.

#### **4.10 Failure to Mitigate Damages**

Customers must take reasonable steps to protect, preserve, and prevent further damage to any product after discovering a defect, malfunction, damage, or other issue.

Evervue shall not be responsible for any additional damage, deterioration, component failure, loss, expense, or consequential harm resulting from the Customer's continued use of the product after discovery of the issue, failure to follow Evervue's instructions, failure to disconnect power where appropriate, failure to secure the product, or failure to take reasonable measures to mitigate further damage.

Any damage occurring after the Customer becomes aware of the issue may be excluded from warranty coverage to the extent such damage could reasonably have been prevented.

## **5. Dead Pixel Policy**

Display panels used in Evervue products are manufactured in accordance with internationally accepted display manufacturing standards.

A limited number of dead pixels, bright pixels, dark pixels, stuck pixels, or sub-pixel anomalies may occur and are considered normal characteristics of LCD, LED, OLED, and other display technologies.

Dead pixels, stuck pixels, sub-pixel defects, or similar pixel irregularities shall not constitute a manufacturing defect unless they exceed the manufacturer's acceptable tolerance standards applicable to the display panel supplied in the product.

Evervue reserves the right to determine whether a pixel condition qualifies for warranty service based on:

- Industry standards;
- Manufacturer specifications;
- Display technology used;
- Quantity and location of affected pixels;
- Visibility during normal viewing conditions.

Customers requesting evaluation of a pixel-related issue may be required to provide photographs, videos, testing results, and other supporting information.

## 6. Minor Imperfections Policy

Due to the nature of glass, mirrors, metal finishes, coatings, lighting systems, display technologies, natural materials, and manufacturing processes, minor imperfections may occur and are not considered defects.

Examples include:

- Minor glass imperfections;
- Minor mirror distortions;
- Small surface irregularities;
- Minor finish variations;
- Color variations;
- Texture variations;
- Grain variations;
- Reflective variations;
- Minor manufacturing tolerances;
- Natural material characteristics.

Such conditions shall not constitute grounds for warranty claims, product rejection, returns, refunds, cancellation, or replacement where the product remains substantially functional and consistent with reasonable industry standards.

Evervue reserves the right to determine whether a reported condition constitutes a minor imperfection or a warrantable defect.

## **7. Conditions for Outdoor and Marine TVs**

### **7.1 Intended Use**

Cosmos™ Outdoor TVs and Cosmos™ Marine TVs are specifically designed for outdoor and marine environments and are manufactured using weather-resistant materials and components intended to withstand normal environmental conditions associated with their designated applications.

However, no outdoor or marine electronic product is immune from the effects of long-term exposure to environmental elements, including moisture, salt air, ultraviolet radiation, airborne contaminants, pollutants, temperature fluctuations, and corrosive conditions.

### **7.2 Customer Maintenance Obligations**

Proper maintenance is required to preserve the appearance, performance, and longevity of the product.

The Customer shall regularly inspect, clean, and maintain the product throughout its service life and in accordance with Evervue's maintenance recommendations.

Regular maintenance includes:

- Cleaning exposed surfaces;
- Removing dust and debris;
- Removing salt deposits;
- Removing environmental contaminants;
- Inspecting mounting hardware;
- Inspecting seals and weatherproofing components;

- Inspecting ventilation openings;
- Inspecting electrical connections;
- Maintaining adequate airflow and drainage.

Failure to properly maintain the product may result in deterioration that is not covered by warranty.

### **7.3 Coastal and Marine Installations**

Products installed in coastal regions, beachfront properties, waterfront developments, yachts, boats, ships, cruise vessels, marinas, docks, harbors, offshore facilities, and other salt-air environments require more frequent maintenance than products installed in standard outdoor environments.

Salt air and salt-water exposure can accelerate:

- Corrosion;
- Oxidation;
- Surface deterioration;
- Coating degradation;
- Hardware deterioration;
- Seal deterioration; and
- Electrical component degradation.

Customers are responsible for regularly removing salt residue and environmental contaminants from all exposed surfaces.

## 7.4 Environmental Conditions

Outdoor and marine products may be affected by environmental conditions including:

- Salt air;
- Salt water;
- Humidity;
- Condensation;
- Rain;
- Snow;
- Ice;
- Wind;
- Dust;
- Sand;
- Airborne debris;
- Industrial pollutants;
- Chemical exposure;
- UV exposure;
- Extreme temperatures;
- Coastal weather conditions.

Exposure to such conditions over time is considered normal environmental wear and is not a manufacturing defect.

## 7.5 Corrosion and Oxidation

Corrosion, oxidation, rust, discoloration, weathering, staining, pitting, finish deterioration, or cosmetic deterioration caused by environmental exposure are not considered manufacturing defects.

The Limited Warranty does not cover damage resulting from:

- Salt-air exposure;
- Salt-water exposure;
- Coastal environments;
- Marine environments;
- Chemical contamination;
- Environmental pollutants;
- Atmospheric corrosion;
- Improper maintenance;
- Lack of cleaning; or
- Failure to follow Evervue maintenance recommendations.

## **7.6 Protective Covers and Enclosures**

Where protective covers, enclosures, cabinets, or additional environmental protection systems are recommended by Evervue, Customers are encouraged to utilize such protective measures to extend product life and reduce environmental exposure.

Failure to use optional protective products shall not itself void the warranty but may increase exposure to environmental deterioration.

## **7.7 Water Intrusion**

The Limited Warranty does not cover water intrusion resulting from:

- Improper installation;
- Damaged seals;

- Improper maintenance;
- Physical damage;
- Unauthorized modifications;
- Failure to maintain weatherproofing components;
- Exposure beyond the product's intended environmental specifications.

## **7.8 Inspection and Warranty Evaluation**

Evervue reserves the right to request photographs, videos, maintenance records, inspection records, installation photographs, environmental information, and other supporting documentation when evaluating any warranty claim involving outdoor or marine products.

Where evidence indicates that corrosion, oxidation, environmental deterioration, water intrusion, or other damage resulted from environmental exposure, improper maintenance, misuse, neglect, or failure to follow Evervue's maintenance recommendations, warranty coverage may be denied.

## **7.9 Warranty Limitation**

Outdoor and marine environments are inherently more demanding than indoor environments. Customers acknowledge that regular maintenance and care are essential to product performance and longevity.

Damage resulting from environmental conditions, corrosion, oxidation, weathering, salt-air exposure, salt-water exposure, improper maintenance, neglect, or other non-manufacturing causes shall not constitute a defect in materials or workmanship and shall not be covered under this Limited Warranty.

Nothing in this Section shall limit any mandatory consumer rights or statutory protections that cannot legally be excluded under applicable law.

### **7.10 Not Intended for Signage, Advertising, or Continuous Commercial Display Use**

Cosmos™ Outdoor TVs and Cosmos™ Marine TVs are designed and manufactured primarily for television viewing, entertainment, hospitality, residential, marine, and recreational applications.

Unless expressly stated otherwise in writing by Evervue, these products are not commercial digital signage displays and are not designed, marketed, or warranted for:

- Digital advertising;
- Retail signage;
- Public information displays;
- Menu boards;
- Continuous commercial display applications;
- 24/7 display operation;
- Airport displays;
- Transportation displays;
- Industrial monitoring applications; or
- Other commercial signage purposes.

Use of the product for signage, advertising, commercial display networks, or other unintended applications may result in accelerated wear, reduced lifespan, image retention, panel degradation, or component failure and may void warranty coverage for resulting damage.

## **7.11 Proper Installation and Placement Requirements**

The Customer is solely responsible for selecting an appropriate installation location and ensuring that the product is installed in accordance with Evervue's instructions and applicable building, electrical, marine, and safety regulations.

The product should be installed in a location that:

- Provides adequate ventilation;
- Minimizes direct exposure to standing water;
- Minimizes exposure to extreme environmental conditions;
- Allows proper drainage;
- Permits routine inspection and maintenance;
- Does not obstruct ventilation openings; and
- Complies with all installation requirements provided by Evervue.

Improper installation, improper placement, inadequate support structures, blocked ventilation, improper mounting, or installation outside the intended operating environment may void warranty coverage.

## **7.12 Ventilation and Moisture Control Requirements**

Outdoor and marine televisions generate heat during operation and require adequate airflow and ventilation to maintain proper operating temperatures.

Customers must ensure:

- Ventilation openings remain unobstructed;
- Adequate airflow is maintained around the enclosure;
- Moisture accumulation is minimized;

- Water is not permitted to pool around the product;
- Enclosures and mounting locations provide sufficient air circulation;
- Environmental conditions remain within the product's operating specifications.

The Limited Warranty does not cover damage caused by:

- Overheating;
- Inadequate ventilation;
- Condensation buildup;
- Moisture accumulation;
- Improper enclosure design;
- Restricted airflow; or
- Environmental conditions exceeding the product's specifications.

### **7.13 Continuous Power Supply Requirement**

To ensure proper operation of the environmental management and ventilation systems incorporated into **Cosmos™** Outdoor TVs and **Cosmos™** Marine TVs, the product must remain connected to a continuous and uninterrupted power source at all times, including when the display is turned off, in standby mode, or not actively in use.

The internal ventilation and environmental control system is designed to operate automatically as required to regulate internal temperature, humidity levels, moisture control, and air circulation within the enclosure.

Disconnecting the product from its power source for extended periods may prevent the operation of the internal ventilation and environmental management systems and may result in the accumulation of moisture, condensation, mold,

mildew, corrosion, oxidation, environmental contaminants, or other conditions that may adversely affect the product.

Evervue shall not be responsible for any damage, deterioration, malfunction, corrosion, moisture intrusion, condensation-related issues, performance degradation, or other failures arising from the Customer's failure to maintain continuous power to the product as required herein.

The Customer is solely responsible for ensuring that a dedicated and uninterrupted power supply is available at all times to support the environmental control, ventilation, and moisture management functions of the product.

Any damage resulting from interruption of power to the product, including but not limited to condensation, moisture buildup, corrosion, mold, mildew, oxidation, or related environmental effects, shall not be considered a manufacturing defect and shall not be covered under this Limited Warranty.

This placement fits naturally with the existing ventilation and moisture-control provisions and strengthens Evervue's protection against condensation, corrosion, and moisture-related warranty claims.

#### **7.14 Brightness and Display Performance Expectations**

Outdoor televisions are designed to provide enhanced visibility in outdoor environments; however, display performance is affected by environmental conditions beyond Evervue's control.

Display visibility, brightness, image quality, color performance, and viewing experience may vary depending on:

- Direct sunlight;
- Sun angle;
- Ambient lighting conditions;
- Installation orientation;
- Reflection from surrounding surfaces;
- Weather conditions;
- Viewing distance; and
- Viewing angle.

Evervue does not guarantee that any outdoor television will remain fully viewable under all lighting conditions, direct sunlight conditions, environmental conditions, or installation environments.

Differences between customer expectations and actual visibility under specific environmental conditions shall not constitute a manufacturing defect.

### **7.15 Audio Performance Disclaimer**

Audio performance may vary depending upon the installation environment, surrounding noise levels, environmental conditions, room acoustics, mounting location, and customer expectations.

Outdoor environments, marine environments, pool areas, patios, decks, open-air spaces, and other external locations may significantly affect sound quality and perceived volume.

The Company does not warrant that built-in speakers will be sufficient for every installation environment or intended use.

Customers requiring enhanced audio performance may need external speakers, soundbars, marine audio systems, amplifiers, or other supplemental audio equipment.

Differences in perceived audio quality, volume, bass response, sound distribution, or listening experience shall not constitute a manufacturing defect.

### **7.16 Video and Signal Source Disclaimer**

The performance of the display is dependent upon the quality and compatibility of the video source, content provider, signal strength, internet connection, media player, streaming service, cabling, and connected equipment.

Evervue shall not be responsible for image quality issues, signal interruptions, streaming issues, content provider limitations, third-party hardware incompatibility, or performance issues arising from external devices or services.

Such issues shall not constitute manufacturing defects or grounds for warranty claims.

## **8. Warranty Claims Procedure**

To submit a warranty claim, the Customer must notify Evervue in writing within a reasonable period after discovering the issue.

Warranty claims should include:

- Customer name;
- Order number;
- Invoice number;

- Product identification;
- Description of the issue;
- Photographs;
- Videos;
- Supporting documentation;
- Proof of purchase.

Evervue may require additional information, remote troubleshooting, diagnostic testing, product inspection, or return of components before determining warranty eligibility.

All warranty claims must be submitted through Evervue's official Warranty and Service Portal located at <https://www.evervue.com/report/>.

Warranty claims submitted through email, telephone calls, text messages, social media platforms, third-party messaging applications, or other communication methods may be redirected to the official portal and shall not be deemed formally submitted until a service ticket has been created through the portal.

Customers must provide all requested supporting documentation, including photographs, videos, proof of purchase, serial numbers, and troubleshooting information.

The Customer shall cooperate reasonably throughout the warranty investigation process.

Failure to provide requested information may delay or prevent warranty processing.

Evervue reserves the right to deny claims where sufficient information is not provided.

Evervue reserves the right to inspect, test, evaluate, retrieve, or require return of any product prior to approving warranty coverage, repair, replacement, refund, or other remedy.

## **9. Technical Support**

Evervue provides complimentary technical support for eligible products for a period of ninety (90) days from the date of delivery unless otherwise stated in writing.

Technical support may include:

- Product setup assistance;
- Basic troubleshooting;
- Product operation guidance;
- Technical documentation assistance;
- Remote support where available.

Technical support does not include:

- On-site service;
- Product installation;
- Electrical work;
- Network configuration;
- Third-party software support;
- Home automation programming;
- Custom integration services.

Evervue reserves the right to determine the scope and availability of technical support services.

## **10. Replacement and Repair Remedies**

If Evervue determines that a valid warranty claim exists, Evervue may, at its sole discretion:

- Repair the product;
- Repair the defective component;
- Supply replacement parts;
- Replace the product with a new product;
- Replace the product with a refurbished product;
- Provide a functionally equivalent replacement product;
- Provide another commercially reasonable remedy.

Replacement products and replacement parts may differ in color, finish, model, design, specifications, features, or appearance from the original product provided that the replacement is substantially equivalent in functionality.

The Customer shall be responsible for removal, reinstallation, labor, contractor costs, electrician fees, shipping costs, customs duties, taxes, brokerage fees, and other associated expenses unless otherwise required by applicable law or expressly agreed by Evervue in writing.

The remedies set forth in this Warranty Policy constitute the exclusive warranty remedies available to the Customer except where prohibited by applicable law.