



# Whip Mix Warranty and Return Policy

## VeriLUX Curing Unit

### 1. One Year Warranty

Whip Mix provides a one year warranty for the VeriLUX Curing Unit. The warranty for the VeriLUX Curing Unit starts on the invoice date.

### 2. Warranty Coverage

Whip Mix warrants the VeriLUX and all the repair parts to be free of all defects in material and workmanship when used for its intended use. Within the period of this warranty, Whip Mix Corporation will repair or replace, free of charge, any defective parts. All repairs must be completed at Whip Mix manufacturing facility. After warranty expiration, standard repair fees will apply. The list of repair parts is as follows:

- VeriLUX LED Top Side
- VeriLUX LED Bottom Side
- VeriLUX PCB
- VeriLUX LCD Touch Panel Assembly
- VeriLUX Sensor
- VeriLUX Fan

### 3. Conditions

Whip Mix warrants that all products sold by Whip Mix meet the following conditions:

- 3.1** The products are new, except for units that are clearly identified as refurbished or used,
- 3.2** The products conform strictly to the specifications identified in the user manual,
- 3.3** The products are free from defects in design, material, and workmanship when used for its intended purposes,
- 3.4** The products have been held under Whip Mix's recommended environmental conditions, including units returned to Whip Mix, except during transit and customs checking,
- 3.5** The products have not been misbranded or modified.

### 4. Exclusions

- 4.1** This warranty applies only to VeriLUX Curing Units sold by Whip Mix or any of its dealers or distributors..
- 4.2** Whip Mix reserves the right to exclude products from the One Year Warranty if any of the following are true:
  - A.** The products were not sold or delivered by a recognized Whip Mix dealer or distributor,

- B. The products have been used under conditions outside of those permitted or instructed by Whip Mix whether by the user manual, remote or in-person training, online videos, or by other instruction methods,
- C. The products are sold as refurbished or used and no additional warranty is expressly provided,
- D. The products incurred damage by third-party resins, materials, tools, or equipment,
- E. The branding, logo, serial number, firmware, internal labels, or any other identifying aspect of the product has been removed,
- F. The products has been disassembled, repaired, modified, or tampered with by individuals other than a Whip Mix authorized representative or Whip Mix certified distributors,
- G. Any damage to the products is cosmetic or aesthetic, and does not affect the functionality of the products themselves, or,

## 5. Obtaining Warranty Service

If the curing unit meets the warranty conditions agreed upon, the customer may be entitled to a full refund/replacement.

In the case that the curing unit has a defect during the warranty period, a customer can do the following to determine the cause of the problem and receive warranty service if needed.

1. The customer checks the online resources available to determine if a solution for any given problem is provided. These online resources will be available on <https://www.whipmix.com/verilux>.
2. If no solution can be found, the customer contacts Whip Mix Technical support team. Whip Mix team will discuss the problem with the customers to guide them to solve the problem.
3. If the customer is unable to solve the problem according to the steps mentioned above, and the root cause is determined and the warranty applies, Whip Mix will instruct the customer how to ship the defective equipment to Whip Mix facility free of charge, and arrange for a loaner unit, if necessary.

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