



Quality Tools for Smart Cleaning



## Unger 100% Customer Satisfaction Guarantee

### Terms and Conditions: Authorized Distributor

Unger's 100% Customer Satisfaction Guarantee is designed to provide you with an extra measure of purchase protection, in addition to any product warranty that may apply. Our aim is to resolve any unlikely issues that may arise in relation to our services or products in a professional and helpful manner to satisfy and delight our customers. This Guarantee applies to the United States territories.

### What Does Unger 100% Customer Satisfaction Guarantee Cover?

Our guarantee covers both our products and services. As an authorized Unger Distributor, you're entitled to expect that the Unger products you have purchased will reach you in excellent condition, without faults and will perform as described in our sales literature and on the website.

Every product has its life expectancy, which means that after certain period of time in use the natural wear and tear may affect product appearance and performance. Within this period you're customers (end users) are entitled to expect that our products will perform as described in our sales literature and on the website, without breaking.

Our service promise covers all our sales and marketing activity. We aim to ensure that our team is professional, ethical and helpful, and your experience of dealing with Unger is always positive. We endeavor to ensure that your orders are taken, delivered and invoiced correctly, and our overall support meets your expectations.

### Who Does Unger 100% Customer Satisfaction Guarantee Affect?

It affects our authorized distributors and professional end users of our products and services.

### How Is 100% Customer Satisfaction Guarantee Implemented?

The delivery of 100% Customer Satisfaction Guarantee is to end users of our products and is implemented via the authorized distributors who sold the product. The distributor will forward us the returned items for inspection, and we will notify said distributor on how the refund or replacement should be provided.

As a manufacturer we are not able to implement the 100% Customer Satisfaction Guarantee refunds or replacement directly with the end users, however in the event of the dispute or disagreement between the end user and authorized Unger distributor, one of our team members will liaise with both sides and make a decision on how the issue should be resolved to everyone's satisfaction.

The delivery of 100% Customer Satisfaction Guarantee to our distributors is fulfilled by an Unger representative who has a power to exercise the Guarantee.

## **How Do We Resolve Product or Service Issues?**

### **Distributor Policy**

If our distributor finds that our product is faulty at the time of purchase we will offer full refund or replacement within the first 6 months. If the period of time from the time of purchase has exceeded 6 months, we will make a decision on refund or replacement following thorough investigation of the order and stock history.

If the distributor is dissatisfied with the service, we will ensure that any errors are rectified as effectively as possible and reimburse any financial loss incurred. We will also report on what measures have been put in place to prevent the incident reoccurring.

Please note that Unger Enterprises has an existing and separate process for distributors seeking inventory adjustments.

### **End User Policy**

#### **1. Customer changed their mind.**

If the customer has changed their mind with regards to purchase of the Unger product, they can return it for full refund in the original packaging and condition within 6 months of the time of purchase (Note: End User must have taken delivery of product).

#### **2. The product is faulty.**

2.1. If the customer finds that our product is faulty at the time of purchase we will offer full refund or replacement within 6 months of the time of purchase.

2.2. If the period of time from the time of purchase has exceeded 6 months, we will make a decision on refund or replacement following thorough investigation of the order and stock history.

#### **3. The product fails to perform as expected.**

3.1. If the customer finds that Unger product failed to perform or does not meet the description of purpose and quality as stated in our sales literature or website, we will offer a full refund or if possible superior quality product and fund the difference.

3.2. If the product or parts of it break or wear out beyond being functional within life expectancy period (see below), we will offer replacement or refund.

The proportion of refund will depend on product life expectancy and period of time it has been fully functional since the time of purchase. For example, if the customer had the benefit of using the product for 6 months out of expected 12, we will offer a 50% refund or a replacement product with 50% of price funded by Unger (Distributor Net).

3.3. If the customer finds that they have been recommended a wrong product or offered poor service by Unger distributor, one of our team members will liaise with both end user and distributor and make a decision on how the issue should be resolved to everyone's satisfaction.

### **Product Life Expectancy**

Unless stated otherwise in our sales literature and on the website, the Unger products are expected to perform as new for a minimum of 12 months period. This excludes consumable items.

Unger reserves the right to alter or withdraw the 100% Customer Satisfaction Guarantee at any time.