

UNGER ENTERPRISES 90-DAY LIMITED WARRANTY

Congratulations on your purchase of an Unger product! Unger Enterprises, LLC ("Unger") is pleased to provide this limited warranty. Coverage applies to the original purchaser ("you") of the product only and is not transferable. Proof of original purchase is required to obtain coverage. Unger stands behind the quality of its products and is committed to providing you with responsive, no-cost warranty service should your product have a defect in materials or workmanship. Please retain your proof of purchase for the duration of your warranty coverage. This warranty applies to Unger products purchased and used in the United States and its territories. By purchasing and using the product, you agree to these terms.

WHAT DOES THIS WARRANTY COVER?

For 90 days from the date of original purchase or delivery (whichever is later), if your Unger product has a defect in materials or workmanship that existed when the product was purchased, Unger will, at its option, replace or refund the product or defective part free of charge. Warranty coverage may be subject to Unger receiving the defective product directly, if required by Unger, subject to the conditions and exclusions below. Warranty replacement may be with new, refurbished, or remanufactured components or products, at Unger's option. In the event of warranty service, the serviced product will be warranted for the remaining term of the original warranty period.

IMPORTANT: This warranty applies to Unger products purchased from sellers that are not Unger authorized resellers or distributors. Products purchased from an Unger authorized reseller or distributor may instead be covered by Unger's Limited Lifetime Commercial Warranty. Please visit <https://usa.ungerglobal.com/distributor-lookup/> to verify whether your seller is authorized. If so, you may be eligible for the Limited Lifetime Commercial Warranty instead. For additional questions, please contact Unger Customer Service at 1-800-431-2324.

WHAT DOES THIS WARRANTY NOT COVER?

Unger's warranty is designed to cover genuine manufacturing defects — the quality issues within our control as the manufacturer and a reflection of our commitment to product excellence. This limited warranty does not cover:

1. Consumable items and components that require routine replacement, such as scraper blades, squeegee rubber, microfiber cloths, mop pads, cleaning solution, and similar expendable items;
2. Normal wear and tear, including gradual degradation of product appearance or performance due to age or regular use;
3. Damage, defects, or malfunction caused by unauthorized repair or modification, including alteration of labeling or packaging;
4. Damage caused by improper use, negligence, abuse, neglect, or any use not in accordance with the product instructions, user guide, or Unger's published specifications, if applicable;
5. Damage caused by improper storage, exposure to extreme temperatures, chemicals not recommended by Unger, or failure to follow recommended maintenance and care procedures;
6. Damage from mishandling in transit, accident, fire, flood, or other acts of God;
7. Products with a missing, defaced, or modified label or serial number; or

8. Consequential or incidental damages. If you are uncertain whether a particular defect or condition is covered by this warranty, please contact Unger Customer Service at 1-800-431-2324 before returning your product.

Except as provided above, this warranty will not be voided by independent or third-party repair or by the use of non-Unger replacement parts, to the extent permitted by law.

HOW DO YOU OBTAIN WARRANTY SERVICE?

Warranty claims are processed through the Unger authorized reseller or distributor from which the product was purchased. All warranty service, including inspection, repair or replacement, is provided at no cost to you. Our customer service team is committed to making the warranty process as simple and responsive as possible. To obtain warranty service:

Step 1: Contact Unger Customer Service directly at 1-800-431-2324. Provide your proof of purchase and a description of the defect.

Step 2: Unger's Customer Service team will process your claim directly. Unger's Customer Service team will issue a Return Goods Authorization (RGA) number.

Step 3: Return the defective product with the RGA number if return is required. Unger will inspect the product and determine the appropriate remedy.

If you need assistance or have questions about your warranty, you may also contact Unger directly:

BY PHONE: 1-800-431-2324

BY WEBSITE: www.ungerglobal.com

BY MAIL: Unger Enterprises, LLC, 425 Asylum Street, Bridgeport, CT 06610, ATTN: Customer Service

Unger will cover the shipping cost for you to send in the defective product to us for repair or replacement.

DISCLAIMER OF IMPLIED WARRANTIES

IMPLIED WARRANTIES WHICH MAY ARISE BY OPERATION OF LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY OR THE SHORTEST PERIOD ALLOWED BY LAW.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state. This warranty constitutes the entire agreement between you and Unger regarding warranty coverage for your product, and no representation or promise not included herein concerning the warranty is binding.

LIMITATION OF REMEDIES; EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES

UNGER IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE ASSOCIATED WITH THE USE OF THIS PRODUCT. UNGER'S LIABILITY WILL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

Some states do not allow exclusion or limitation of incidental or consequential damages, so this above limitation may not apply to you.

YOUR LEGAL RIGHTS

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. The benefits provided under this warranty are additional to, and do not affect, any statutory rights or other rights you may have as a consumer under applicable law. Unger is proud to stand behind its products and is committed to ensuring your satisfaction with every purchase.

DISPUTE RESOLUTION

Your purchase is subject to the Unger Terms and Conditions, which includes dispute resolution through arbitration and class waiver. For complete terms or to opt out from arbitration or class waiver, go to <https://usa.ungerglobal.com/terms-of-use/> or call 1-800-431-2324.

If you have questions about this warranty or what it covers, please contact Unger Customer Service at the details above.

Last Updated: June 3, 2026

UNGER AUTHORIZED RESELLER LIST

Unger's Authorized Reseller Program is designed to ensure that our products reach you through trusted commercial channels that meet our rigorous standards for product authenticity, handling, and storage. Purchasing from an authorized reseller or distributor means you are receiving a genuine Unger product that has been through our quality-controlled distribution process and is backed by our full customer support and warranty program. Below is Unger's list of Authorized Resellers and Distributors in the United States. Unger carefully monitors and routinely updates this list but cannot guarantee that it is exhaustive. We endeavor to keep this list as current as possible. If you have any questions regarding whether a seller is authorized, please contact Unger Customer Service at 1-800-431-2324.

Authorized Resellers and Distributors List

ABC Window	HD Supply	Staples
Amazon	Hillyard	ULINE
Daycon	Imperial Brady	Webstaurant
Detroit Sponge	Fastenal	Windows 101
Grainger	MSC	Window Cleaning Resource

See additional distributors at: <https://usa.ungerglobal.com/distributor-lookup/>

Authorized Amazon.com Sellers: The only authorized sellers of Unger products on Amazon.com are "Amazon.com" and certain other authorized sellers (if any) listed at <https://usa.ungerglobal.com/distributor-lookup/> as being authorized on Amazon.com.

For Resellers: If you believe you are an authorized reseller and do not see your name listed, please contact Unger at uebrandprotection@ungerglobal.com.