

## UNGER ENTERPRISES LIMITED LIFETIME COMMERCIAL 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 from an Unger authorized reseller 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 the lifetime of the product 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. “Lifetime” means the reasonably expected useful life of the product under normal commercial use conditions, not an unlimited or indefinite period. Warranty coverage may be subject to Unger receiving the defective product through the authorized reseller or distributor from which it was purchased, if required by Unger, and is further 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 only to Unger products purchased from an Unger authorized reseller or distributor. Products purchased from unauthorized sellers are not covered by this warranty, but instead are covered by Unger's 90-Day Limited Warranty. Purchasing from an Unger authorized reseller ensures that your product is genuine, has been stored and handled in accordance with our quality standards, and is backed by our full customer support team. Because Unger cannot control the quality, handling, or storage of products sold by unauthorized sellers, Unger reserves the right to reject lifetime warranty claims for products purchased from unauthorized sellers, including unauthorized internet sites such as eBay, Facebook Marketplace, and other third-party online marketplaces. Please visit the Unger Authorized Reseller List at [<https://usa.ungerglobal.com/distributor-lookup/>] to verify whether the distributor or store from which you purchased is authorized. Please note that 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. To verify, the Amazon product display pages will list a “Shipper / Seller”, which must be listed as an applicable authorized seller. 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 the authorized reseller or distributor from which you purchased the product. If your purchase came from Amazon.com, please contact Unger directly. Provide your proof of purchase and a description of the defect.

**Step 2:** The authorized reseller or distributor will work with Unger's Customer Service team to process your claim. 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](http://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: April 20, 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**

|                                |                                |                                          |
|--------------------------------|--------------------------------|------------------------------------------|
| <a href="#">ABC Window</a>     | <a href="#">HD Supply</a>      | <a href="#">Staples</a>                  |
| <a href="#">Amazon</a>         | <a href="#">Hillyard</a>       | <a href="#">ULINE</a>                    |
| <a href="#">Daycon</a>         | <a href="#">Imperial Brady</a> | <a href="#">Webstaurant</a>              |
| <a href="#">Detroit Sponge</a> | <a href="#">Fastenal</a>       | <a href="#">Windows 101</a>              |
| <a href="#">Grainger</a>       | <a href="#">MSC</a>            | <a href="#">Window Cleaning Resource</a> |

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. Purchases made from any other seller on Amazon.com are not covered by this Limited Lifetime Warranty.

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