

ScentBridge Product Warranty & Returns

OVERVIEW

These products are offered for sale by New Communication Systems LLC, doing business as ScentBridge. Throughout this document, the terms “we”, “us” and “our” refer to ScentBridge. ScentBridge offers its products, including all information, tools and services available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here.

ScentBridge Product Warranty:

New Communication Systems, LLC's ("ScentBridge") warranty obligations for the ScentBridge product you have just purchased (the "Product") are limited to the terms set forth in this document. **ScentBridge warrants the Product against defects in materials and workmanship for a period of one (1) year from the date of original purchase ("Warranty Period") when the Product is purchased through an authorized reseller.** If a defect arises and a valid claim with photo is received by ScentBridge within the Warranty Period, at its option, ScentBridge will repair the Product or exchange the Product with a functionally equivalent new product. ScentBridge warrants repaired Products and replacement products provided hereunder against defects in materials and workmanship from the date of the repair or replacement for ninety (90) days or, if longer, for the remainder of the Warranty Period. If the Product is exchanged, the replacement product becomes your property and the Product becomes ScentBridge's property. When a refund is given, the Product becomes ScentBridge's property.

Exclusions and Limitations

ScentBridge's limited warranty applies only to the Product when purchased from ScentBridge or through an authorized reseller. The warranty does not apply to any non-ScentBridge product, even if packaged or sold with the Product. The warranty excludes without limitation any scratching or surface damage to any non-ScentBridge product, even if packaged or sold with the Product. This warranty applies only to the normal use of the Product, normal wear and tear excepted, in accordance with written use instructions, if any, provided with the Product (either in writing or through a hyperlink to such instructions). **This warranty does not apply to damage caused by accident, abuse, misuse, or modification of the Product.**

- Normal wear and tear of Product use is not covered.
- Products that have been altered or modified are not covered, including those changes made due to improper or unauthorized repair.

No Other Warranties

To the maximum extent permitted by law, this warranty and the remedies set forth above are exclusive and in lieu of all other warranties, remedies and conditions, whether oral or written, express or implied. ScentBridge specifically disclaims any and all implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. If ScentBridge cannot lawfully disclaim or exclude implied warranties under applicable law, then to the extent possible any claims under such implied warranties shall expire on expiration of the warranty period. No ScentBridge reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

Damages Limitation

To the maximum extent permitted by law, ScentBridge is not responsible for direct, or for special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including without limitation any costs of replacing personal property, or costs of recovering or reproducing any program or data stored in a device used with or near the ScentBridge product.

Consumer Protection

For consumers who have the benefit of consumer protection laws or regulations in their country of purchase or, if different, their country of residence, that cannot be disclaimed as set forth above ("consumer laws"), the

benefits conferred by this warranty are in addition to all rights and remedies conveyed by such consumer laws. To the extent that liability under such consumer laws may be limited, ScentBridge's liability is limited, at its sole option, to replacement or repair of the product.

Obtaining Warranty Service

If you wish to make a claim under this warranty with respect to the Product, please email info@scentbridge.com.

ScentBridge Return policy:

Customers have 30 days after receiving an item to request a return. All returns and subsequent refunds are subject to a 25% restocking fee (plus shipping), unless the return is due to a valid warranty claim as described in Section 13. Contact info@scentbridge.com for information regarding our 1 year, limited warranty on manufacturing defects.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or other proof of purchase.

To start a return, you can contact us at info@scentbridge.com. If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted. Any refunds or product replacements will be processed after receipt and our evaluation of the returned item(s).

You can always contact us for any return question at info@scentbridge.com.

Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

Exceptions / non-returnable items

Certain types of items cannot be returned, like perishable goods (such as opened or partially used cartridges of fragrance oil, which may include perishable extracts of food, flowers, or plants), custom products (such as special orders or personalized items), and personal care goods (such as beauty products). We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item.

Unfortunately, we cannot accept returns on sale items or gift cards.

Exchanges

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.

SECTION 15 - INDEMNIFICATION

You agree to indemnify, defend and hold harmless ScentBridge and our parent, subsidiaries, affiliates, partners, officers, directors, agents, contractors, licensors, service providers, subcontractors, suppliers, interns and employees, harmless from any claim or demand, including reasonable attorneys' fees, made by any third-party due to or arising out of your breach of these Terms of Service or the documents they incorporate by reference, or your violation of any law or the rights of a third-party.