



SUMMARY OF THE LIMITED WARRANTY

SupplyHouse LLC (“**SupplyHouse**”) warrants that each BlueFin product (each, a “**Product**”) will be free from defects in material and workmanship under normal usage for which the Product was intended, for a period of one year from the date of original shipment (the “**Warranty Period**”). If there is any such defect within the Warranty Period, SupplyHouse will replace the Product without charge in accordance with the terms of this limited warranty. This limited warranty applies only to Products purchased directly from <https://www.supplyhouse.com/> for use in the continental United States, Alaska, and Hawaii. The rights and remedies under this limited warranty only apply to the original end use purchaser (the “**Customer**”) and may not be assigned or otherwise transferred to a subsequent purchaser of the Product.

Certain Products may include additional or different warranty terms that are provided on the Product packaging, Product documentation, or on the webpage through which such Product is purchased (each, a “**Product-Specific Warranty**”). If there is a conflict or inconsistency between the terms of this limited warranty and a Product-Specific Warranty, the terms of the Product-Specific Warranty will control solely with respect to such Product.

WHAT THE WARRANTY DOES NOT COVER

This limited warranty does not cover any damage due to: (a) transportation or storage of the Product; (b) use for anything other than normal / ordinary purposes for which the Product was intended (c) improper use; (d) failure to follow the Product instructions or to perform any preventive maintenance; (e) modifications; (f) unauthorized repair; (g) normal wear and tear; (h) cosmetic imperfections; (i) accessories or consumables (e.g., filters, brushes, bags, cleaning pads or solutions); (j) use of the Product outside of the continental United States, Alaska, and Hawaii; or (k) external causes such as accidents, abuse, or other actions or events beyond SupplyHouse’s reasonable control.

WHAT YOU MUST DO TO MAKE A WARRANTY CLAIM

1. If you believe your Product has a defect covered by this limited warranty, you may initiate a warranty claim by emailing SupplyHouse at bluefinwarranty@supplyhouse.com or by calling 888-757-4774. If you contact SupplyHouse by telephone, the SupplyHouse service representative may subsequently require you to resubmit your warranty claim information via email to ensure complete and accurate records. When submitting your claim, you must provide the following information: (a) Customer name; (b) company name (if applicable); (c) Product name, SKU and/or order number; (d) installation details, including the installation location and original installation date; (e) a detailed description of the issue, including photographs, and any resulting loss; and (f) such other information reasonably requested by SupplyHouse.
2. The assertion of claims under this Limited Warranty is expressly conditioned upon the Customer: (i) informing SupplyHouse of the alleged claim during the Warranty Period at the email address or phone number stated above; (ii) accompanying the assertion of the claim with the original sales receipt as the proof of purchase; and (iii) making the assertion of the claim within thirty (30) days from the date that the claim is discovered by the Customer.
3. SupplyHouse may require the Customer to return the defective Product to us. If the defective Product is shipped to SupplyHouse within ninety (90) days of the original order shipment date, we will cover standard transportation and shipping costs; however, we will not cover expedited shipping costs or risk of loss (including any shipping damage). After such ninety (90) day period, the Customer shall be responsible for all return shipping costs. Any such returned defective Product becomes the property of SupplyHouse. SupplyHouse does not cover or reimburse costs associated with removal of defective Products, or re-installation of the Product. If any Product returned to SupplyHouse is found not to be defective, or the Warranty Period has expired, the Customer shall be responsible for return shipping cost.



4. If the Customer's claim is valid, and the Product is deemed to be defective by SupplyHouse, we will replace the Product with a replacement of like kind and quality and deliver such replacement at no additional cost to the Customer. The Warranty Period shall not be renewed or extended following a claim, or after exchange of the Product. The Warranty Period remains as originally specified from the Customer's initial shipment date.

LIMITATIONS OF REMEDIES AND NOTICE TO CUSTOMERS

1. EXCEPT AS OTHERWISE REQUIRED BY APPLICABLE LAW, THE RIGHTS AND REMEDIES UNDER THIS LIMITED WARRANTY REPRESENT THE SOLE AND EXCLUSIVE RIGHTS AND REMEDIES OF THE CUSTOMER FOR A BREACH OF THIS LIMITED WARRANTY. THIS LIMITED WARRANTY DOES NOT CONFER ANY RIGHTS TO A CASH ALTERNATIVE.
2. TO THE EXTENT PERMITTED UNDER APPLICABLE LAW, UNDER NO CIRCUMSTANCES SHALL SUPPLYHOUSE BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST GOODWILL, LOST REVENUE OR PROFITS, WORK STOPPAGE, SYSTEM FAILURE, IMPAIRMENT OF OR DAMAGE TO OTHER EQUIPMENT OR GOODS, COST OF REMOVAL AND REINSTALLATION OF THE PRODUCT, LOSS OF USE, OTHER COSTS RESULTING FROM LABOR CHARGES, OR INJURY TO PERSONS OR PROPERTY ARISING OUT OF OR RELATED TO THE PRODUCT. SUPPLYHOUSE'S TOTAL LIABILITY, IF ANY, UNDER THIS LIMITED WARRANTY SHALL NOT EXCEED THE INVOICE VALUE PAID BY THE CUSTOMER FOR THE PRODUCT WHICH IS THE SUBJECT OF A CLAIM OR DISPUTE.
3. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO THE CUSTOMER.
4. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE. YOU SHOULD CONSULT APPLICABLE STATE LAWS TO DETERMINE YOUR RIGHTS. NOTHING IN THIS LIMITED WARRANTY IS INTENDED TO EXCLUDE, LIMIT, OR MODIFY ANY RIGHTS YOU MAY HAVE UNDER APPLICABLE FEDERAL, STATE, OR LOCAL LAW, INCLUDING ANY IMPLIED WARRANTIES OR CONSUMER PROTECTION LAWS THAT CANNOT BE EXCLUDED OR LIMITED. THIS LIMITED WARRANTY IS THE ONLY WARRANTY GIVEN BY SUPPLYHOUSE WITH RESPECT TO THE PRODUCT. TO THE EXTENT PERMITTED BY APPLICABLE LAW, SUPPLYHOUSE EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTIES THAT MAY NOT BE DISCLAIMED UNDER APPLICABLE LAW ARE LIMITED IN DURATION TO THE WARRANTY PERIOD.
5. If any clause of this limited warranty is found to be illegal or unenforceable, that clause will be severed from this limited warranty and the remainder of this limited warranty will be given full force and effect.