

LIMITED WARRANTY ONE (1) YEAR WARRANTY

For Friend by Friend Global, Inc.

IMPORTANT: BY USING YOUR FRIEND GLOBAL, INC. HARDWARE PRODUCT YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS ONE (1) YEAR LIMITED WARRANTY (“WARRANTY”) OFFERED BY FRIEND GLOBAL, INC. AS SET OUT BELOW.

DO NOT USE YOUR PRODUCT UNTIL YOU HAVE READ THE TERMS OF THE WARRANTY. IF YOU DO NOT AGREE TO THE TERMS OF THE WARRANTY, DO NOT USE THE PRODUCT AND RETURN IT WITHIN SEVEN (7) BUSINESS DAYS OF RECEIPT FOR A REFUND.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE. TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND THE REMEDIES SET FORTH ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED. FRIEND GLOBAL, INC. DISCLAIMS ALL STATUTORY AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS, TO THE EXTENT PERMITTED BY LAW AND EXCEPT THOSE PROVIDED IN THIS WARRANTY POLICY. IN SO FAR AS SUCH WARRANTIES CANNOT BE DISCLAIMED, FRIEND GLOBAL, INC. LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THIS EXPRESS WARRANTY

WE WARRANT THAT DURING THE WARRANTY PERIOD, THE PRODUCT WILL BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP.

WE LIMIT THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

OUR RESPONSIBILITY FOR DEFECTIVE GOODS IS LIMITED TO REPAIR, REPLACEMENT, OR REFUND AS DESCRIBED BELOW IN THIS WARRANTY STATEMENT.

WHO MAY USE THIS WARRANTY?

Friend Global, Inc. located at address 505 Montgomery St., Suite #1100, San Francisco, CA 94111 ("**we**" or "**us**") extend this limited warranty only to the consumer who originally purchased the product ("**you**") from us. It does not extend to any subsequent owner or other transferee of the product.

WHAT DOES THIS WARRANTY COVER?

This limited warranty covers defects in materials and workmanship of the Friend device (the "**product**") for the Warranty Period as defined below.

WHAT DOES THIS WARRANTY NOT COVER?

This limited warranty does not cover any damage due to: (a) product submitted beyond the original limited warranty period; (b) damage resulting from normal wear and tear; (c) product that has been repaired or modified by you or by any third party not authorized by us; (d) product subjected to drops, extreme temperatures, water infiltration, or other conditions outside of specified operating parameters; (e) damage caused by accident, abuse, negligence, or external causes such as fire; (f) any other damage not attributable to defects in manufacturing or materials; (g) and product purchased from unauthorized resellers.

WHAT IS THE PERIOD OF COVERAGE?

This limited warranty starts on the date of delivery and lasts for one year (the "**Warranty Period**"). The Warranty Period is not extended if we repair or replace the product. We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive.

WHAT ARE YOUR REMEDIES UNDER THIS WARRANTY?

With respect to any defective product during the Warranty Period, we will, in our sole discretion, either: (a) repair or replace such product or the defective part free of charge, or (b) refund the purchase price of such product. If we elect to repair or replace such product, or the defective part, we will also pay for shipping and handling fees to send the repaired or replacement product to

you. However, you must be responsible for the shipping costs to ship the defective product to our designated place or business.

HOW DO YOU OBTAIN WARRANTY SERVICE?

To obtain warranty service, you must email us at team@friend.com during the Warranty Period to obtain a Defective Merchandise Authorization ("**DMA**") number. No warranty service will be provided without a DMA number.

LIMITATION OF LIABILITY

THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.