



## FirstWatch - H2O TAC Warranty/Guarantee

The warranty period will begin on the date of the Customers acceptance of each product proposed and is to be warranted against defects in workmanship and materials for a period of ninety (90) days. The warranty will apply to any warranty service or repair requested by the Customer during the warranty period by contacting FirstWatch or FirstWatch Designee with such requests, regardless of the amount of time required to complete the requested warranty service or repair. It is the intentions of the parties to this contract that FirstWatch warranty obligations hereunder will survive the termination of this contract.

- 1) FirstWatch will replace improperly manufactured products due to defective materials or product during the initial Contract period and any exercised renewal options.
- 2) FirstWatch will guarantee replacement of non-conforming embroidery, sewing services for the patches, epaulettes, hems and insignia, heat transfer lettering and other custom application. 'The replacements must be processed and received by the Customer within two weeks of written notification.
- 3) The replacements must be processed and received by the Customer within two weeks of written notification.
- 4) FirstWatch will replace free of any charge, including any shipping necessary to return the product when necessary.
- 5) FirstWatch will either replace the products with new products or refund the full purchase price of the product, whichever the customer prefers.