

COSAN/USA MANUFACTURER'S LIMITED WARRANTY

PURE HYDRATION, both Countertop & Undercounter Systems

Cosan/USA will repair or replace to the original owner any parts or components found to be defective in manufacturing or workmanship.

WARRANTY PERIODS: All components excluding filter cartridges.....1 yr.

Six month auto-ship customers will receive a Lifetime Warranty on the cartridge housing.

Filters cartridges.....15 days

WARRANTIES NOT APPLICABLE: To defects or malfunctions resulting from failure to properly install, operate or maintain the unit in accordance with printed instructions; to failures resulting from shipment or handling, abuse, accident, negligence, freezing, fire or heat, direct exposure to weather or sunlight, water temperatures and pressures exceeding specifications, flooding or other acts of God not considered normal operating condition; to normal maintenance services and the parts used in connection with such service; to units which are not installed in accordance with applicable local codes, ordinances and good trade practices; if the unit is moved from its original installation location; or if unit is used for purposes other than for what it was designed and manufactured.

LIABILITY: Cosan/USA **IN NO EVENT** will be responsible or liable for the cost of field labor or other charges incurred by any customer in removing and/or re-affixing any Cosan/USA product, parts, or components thereof, or be liable for any injury, loss, or damage, direct or indirect, special, or consequential, arising out of the use of, misuse, or the inability to use such product. Before use, the customer shall determine the suitability of the product for his/her intended purposes and shall assume all risk and liability in connection therewith.

RETURNS: A RETURN AUTHORIZATION NUMBER (RAN #) is required on **ALL RETURNS**. Contact **Cosan/USA** (888) 845-2648 to obtain this number. The **RAN #** **MUST** be clearly written on the outside of the package. Address shipments to: **Cosan/USA Return Department, 873 Hull Road, Unit #20, Ormond Beach, FL 32174**, freight prepaid. All returns should be accompanied with a written description of defect.

Cosan/USA will inspect, test, and determine the cause of the defective component or parts. Cosan/USA at its sole discretion will make repairs to or replace components. Cosan/USA will determine the extent of the warranty coverage and the proper warranty credit to be applied. The return freight will be credited to the customer for warranty repairs or replacements.

This return policy only covers **Pure Hydration, either Countertop or Undercounter** systems purchased from CosanUSA.net for return with original sales receipt.

Cosan/USA will accept **Pure Hydration** returns up to 30-days from the **date of delivery** on **NEW, UNOPENED merchandise** for a refund minus the original shipping cost. **The purchaser is responsible for the return shipping and handling charges.**

Opened merchandise returned up to 30-days from the date of delivery is subject to **20%** restocking fee in addition to the original shipping cost. **The purchaser is responsible for the return shipping and handling charges.**

Cosan/USA does not accept returns after 30-days from the date of delivery at which time all sales become final. **Purchaser is responsible for return shipping and handling charges.**