

Thank you for purchasing one of our ConforTeck™ products. **Please read instructions carefully before starting operation.**

TO VALIDATE AND OBTAIN THIS LIMITED WARRANTY, PLEASE RETURN THE WARRANTY CARD ATTACHED DULY COMPLETED WITHIN 15 DAYS FROM THE DATE OF PURCHASE. IF NOT, THE MANUFACTURER MAY REFUSE TO HONOR THIS LIMITED WARRANTY.

Safe use of our ConforTeck™ products shall be your sole responsibility. ConforTeck™ insoles are not designed to be worn directly on skin. They should be installed between the liner of your boot and your foot. Always wear socks to protect your feet and for best comfort. Besides, comfort may differ from a person to another and also depend on the weather conditions. ConforTeck™ was designed to keep you comfortable at warm. Any other use shall void this warranty. Cords and jacks may occasionally need to be cleaned to insure proper connection. Contact must be good, but for safety reasons, cords and jacks must also be easy to disconnect. If ice should form on cords, dry them out. Occasionally verify them. See return policies for more details.

Limited Warranty

Excluding heated glove liners that are subject to a **limited warranty of 90 days** from the date of purchase, your ConforTeck™ is covered by a **limited warranty of 1 year** from the date of purchase, subject to the provisions and exclusions set forth below, which covers all defects in materials or workmanship of ConforTeck™ products during the warranty period. This limited warranty is provided by ÉQUIPEMENTS CONFORTECK INC.

Claims Procedure

In the event of a product defect, you must obtain a return merchandise authorization (RMA) number from our **customer service** either by email : info2@conforteck.com or by phone : **1877.977.3266**. Please have ready the serial number of the product. You must give a detailed description of the problem. Once your **personalized RMA number** obtained, please send us back the product clearly identified with this RMA number at the address mentioned below with the **original purchase invoice** within 10 days after the issuance of the RMA number by our customer service. If the product is not properly identified as provided herein, it will be returned to the sender without any inspection or repair. **TRANSPORT COSTS ARE NOT COVERED BY THIS WARRANTY** and are at the sole expense of the purchaser/user.

Exclusions

This warranty does not cover damages or failures resulting from **accident, neglect, misuse, improper installation, storage or use**, damages **caused by water** or resulting from a **lack of maintenance or improper maintenance**, or **use other than that for which the product was designed**.

This warranty does not cover any product whose **serial number or protective seal** has been **removed or damaged**, or a **product which has been modified** by the user. This warranty does not cover **scratches, tears, or discoloration** of the product, as well as **damage or loss resulting from or occurred during the transportation** of the product.

In either of the above mentioned situations, the warranty will become void. ÉQUIPEMENTS CONFORTECK INC. reserves its right to inspect a product before fulfilling all or part of its obligations pursuant to this warranty.

This warranty **does not cover transportation costs**, which are at all times at the expense of the recipient of this warranty. To be covered by this warranty, the product must be transported in accordance with the claim procedure described herein.

This warranty is limited to the repair of the product, its replacement or refund of its purchase price, at the option of ÉQUIPEMENTS CONFORTECK INC. Any repair or replacement made under this warranty is itself guaranteed for the remaining term of the original warranty.

ÉQUIPEMENTS CONFORTECK INC. does not guarantee the spare parts availability or any repair services beyond the warranty period granted herein.

This warranty is EXCLUSIVE and is the only warranty provided in connection with the sale and use of Conforteck™ products. ÉQUIPEMENTS CONFORTECK INC. EXPRESSLY EXCLUDES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, CONTRACTUAL OR STATUTORY, INCLUDING WITHOUT LIMITATIONS ANY WARRANTY OF QUALITY OR FIT FOR A PARTICULAR PURPOSE, EXCEPT WHERE SUCH WARRANTIES CAN NOT BE EXCLUDED AS A RESULT OF THE LAW.

Other conditions and denial of responsibility

The responsibility of ÉQUIPEMENTS CONFORTECK INC. is limited to this warranty and can not in any case be more onerous than the selling price of the product. No information, advice or representation (oral or written) of ÉQUIPEMENTS CONFORTECK INC., its authorized service centers, dealers, agents or employees can modify this warranty or create a different one. In the event of any failure of the product, ÉQUIPEMENTS CONFORTECK INC. has no other obligations and the customer has no other recourse than those specified in this warranty.

Even in case of notice by the buyer/user of the possibility of damage, neither of ÉQUIPEMENTS CONFORTECK INC. nor anyone else involved in the development, production or distribution of ConforTeck™ products shall be liable for direct or indirect damage or injury, nor for exemplary or punitive damages. Some Provinces do not allow the exclusion or limitation of such damages and this exclusion may not apply to your particular case.

This limited warranty gives you specific legal rights. You may also have other rights which vary from Province to Province.

The safe use of ConforTeck™ products is on your sole responsibility. Please see instructions for more details.

CAUTION!

ConforTeck™ products do not replace appropriate clothing.

This product can cause burns if not used according to manufacturer's instructions. On a regular basis, check the part of the body that is exposed to the heat to avoid burns.

CAUTION!

This product is not intended for young children. People with blood circulation problems or with diabetes, people who suffer of paralysis or who have any difficulties about perceiving the heat on their skin or unable to speak normally SHOULD NEVER use this product before consulting healthcare professionals.

Satisfaction Guaranteed

ÉQUIPEMENTS CONFORTECK INC. is committed to providing you top quality products. Our success is based on the total satisfaction of our customers. This is why ConforTeck™ products are covered by a satisfaction guarantee of 10 days from the date of purchase. If for any reason you are not satisfied with your purchase, contact us within 10 days to obtain a RMA number and return the product duly identified in mint condition, in its original packaging. Upon receipt, we will refund you the purchase price of the product, including taxes, less 20 % of handling and restocking fees. **Transportation costs shall be borne by the customer and are non-refundable. Any product shipped without RMA number will be returned to the sender at his own expense.** Different outlets and dealers are free to manage this guarantee of satisfaction at their own discretion.

Want more information about this warranty or about the utilisation of our products? Feel free to contact our customer service!

Please use the following address for your returns and make sure to use a prepaid and reliable courier (FedEx, Purolator, Canada Post, UPS or other) :

**ÉQUIPEMENTS CONFORTECK INC.
2075, Sigouin Street, Drummondville (Québec) J2C 6P8**