

WARRANTY INFORMATION

ProtoStar™ stands firm on our commitment to provide premium quality products and exceptional service. Our two warranties represent our confidence in the materials and workmanship of your new LifeWalker™ Upright product.

FULL ONE-YEAR WARRANTY

ProtoStar warrants our products are free from defects in material and workmanship under NORMAL use for the first full year after the original purchase from us or an authorized ProtoStar dealer.

What Does The Full Warranty Cover?

All parts, labor and shipping for repairing the LifeWalker Upright product.

What Does The Full Warranty NOT Cover?

A product that was modified or repaired without prior written authorization from ProtoStar or an authorized ProtoStar dealer.

Problems arising from:

- User negligence,
- Any failure to adhere to the LifeWalker User Care and Maintenance Instructions,
- Any abuse or misuse of the product for purposes other than those specified in the LifeWalker User Instructions, and
- Normal wear and tear.

When Does The Full Warranty Expire?

On the first anniversary of the date of original purchase.

What Will ProtoStar Do To Correct Problems?

We will provide authorized warranty service free of charge, including parts, labor and shipping costs for returning the product when necessary.

We will provide, at your option, either a replacement product or a full refund if we are unable to repair your product after a reasonable number of attempts.

How Can You Get Service?

Contact the dealer from whom you purchased the LifeWalker product. If you do not receive satisfactory service from the dealer, please call us directly at the office number on the end of this document.

You must be prepared to provide:

- The name and location of the dealer where the product was originally purchased.
- A receipt or other satisfactory proof of the original purchase.
- The product serial number.
- A description of the defect or problem requiring service.

Kindly DO NOT return any products to our office without our prior authorization.

ADDITIONAL LIMITED FRAME AND BRAKES WARRANTY

ProtoStar extends an additional four-year limited warranty of all metal frame and brake assembly replacement parts to the original purchaser of this product. Our additional limited warranty expires immediately upon any sale or transfer of ownership or use of the product to another person.

What Does The Additional Limited Warranty Cover?

All metal frame and brake assembly parts for repairing the LifeWalker Upright product.

What Does The Additional Limited Warranty NOT Cover?

All replacement parts other than the metal frame and brake assemblies, including (without limitation) Wheels, Hand Grips, Padding, Cables, Upholstery, Bag, Screws, or Plastic Parts.

Repair labor and shipping costs for returning the product when necessary.

A product that was modified or repaired without prior written authorization from ProtoStar or an authorized ProtoStar dealer.

Problems arising from:

- User negligence,
- Any failure to adhere to the LifeWalker User Care and Maintenance Instructions,
- Any abuse or misuse of the product for purposes other than those specified in the LifeWalker User Instructions, and
- Normal wear and tear.

When Does The Additional Limited Warranty Expire?

On the earlier of

- (a) The day of any resale or transfer of ownership or use by the original purchaser.
- (b) The fifth anniversary of the date of original purchase.

What Will ProtoStar Do To Correct Problems?

When needed for repairs under this additional limited warranty, we will provide metal frame and brake assembly replacement parts free of charge.

At your option, we will ship the necessary replacement parts to you so that the necessary repairs can be performed by any company of your choosing. Any incorrectly performed repairs that damages your product may void this warranty.

What Will ProtoStar NOT Do To Correct Problems?

If we are performing repairs at your expense under this additional limited warranty, at our option, we will either repair your product or provide a replacement product. But we will not provide refunds.

Repair or replacement is your only remedy under this additional limited warranty.

How Can You Get Service?

Contact the dealer from whom you purchased the LifeWalker product. If you do not receive satisfactory service from the dealer, please call us directly at the office number below.

You must be prepared to provide:

- The name and location of the dealer where you originally purchased the product.
- A receipt or other satisfactory proof of your original purchase.
- The product serial number.
- A description of the defect or problem requiring service.

Kindly DO NOT return any products to our office without our prior authorization.

OTHER EXCLUSIONS TO OUR ADDITIONAL LIMITED WARRANTY:

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.

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, PROTOSTAR IS NOT RESPONSIBLE FOR ANY DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY.

Your Rights Under State Law.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you. This additional limited warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

Where Can You Contact Us For Service?

Customer Help Line: (877) 488-0288
www.LifeWalkerUpright.com
Protostar, Inc.
8334 Clairemont Mesa Blvd.
Suite 113
San Diego, CA 92111