

Operam inc. One (1) Year limited warranty

Applicable to Operam inc. brand products only

1. WARRANTY

1.1-Warranty application

This Warranty applies to the Product named Sequence which is a task assistant for all. The visual index of time to minimal cognitive processing (light strip) allows you to follow the progress of a time period configured by the user. LEDs notify the user when a sequence is complete. Composed of three buttons and a rotary button type controller, the device allows you to configure a period of time, play the sequence, display the progress of the duration and display the extra time used after the duration has elapsed.

This Warranty and the remedies described replace other warranties, remedies and conditions of any kind. Operam rejects, to the extent permitted by law, any liability in regard to the warranties provided by law or implied, including, without limitation, warranties of merchantability and adaptation for a particular purpose and warranties against latent defects.

1.2-Exclusive application of the warranty to the Product

This Warranty applies exclusively to the Product, and to no other material element. Before providing any warranty service to you, Operam may ask you to provide proof of purchase, including, but not limited to, a receipt or an invoice.

1.3-Warranty period

This Warranty is valid from the date of original retail purchase of the Product for a period of one (1) year from Operam or an authorized reseller, insofar as the Product is used in accordance with Operam's user manuals.

1.4-Operam's choice

If your claim is effectively covered by the Warranty, Operam will have the discretionary choice of:

- (a) Repair your Product using new or used spare parts, equivalent to new parts in performance and reliability;
- (b) Replace your Product with a product at least equivalent and composed of new spare parts and/or second-hand parts equivalent to new parts in performance and reliability;
- (c) Refund the amount of your purchase following receipt of the Product.

1.5-Ownership of replacement product

In case the Product is replaced or a refund is issued, the replacement product becomes your property and the refunded or replaced product becomes the property of Operam.

A repaired or replaced product benefits from the period of warranty of the original Product or has ninety (90) days of warranty from the date of replacement or repair, whichever is more advantageous to the consumer.

2. WARRANTY LIMITATIONS

2.1- Warranty limit

Operam warrants your product against defects in materials and manufacturing when purchased directly from Operam or an authorized reseller. This Warranty applies only to the original purchaser or to the person receiving this product as a gift, and cannot be extended to any other beneficiary.

2.2- Cases not covered by the warranty

The Warranty does not apply to the following cases:

- a) The Product has not been purchased through the official Operam website or an authorized reseller;
- b) Problems occur more than one (1) year after purchasing the Product from Operam or an authorized seller;
- c) Damage is purely cosmetic, such as scratches, bumps or pieces of damaged plastic;
- d) Damage is caused by an external cause, such as accident, abuse, improper use, contact with any liquid, or fire;
- e) Damage is caused by a use of the Product that does not correspond to the instructions given by Operam through the user manual;
- f) The Product has been modified or Operam has reason to believe it has been;
- g) Damage is caused by a reasonable use and due to normal aging of the product;
- h) The Product has been stolen or Operam has reason to believe it has been;
- i) The Product has been disassembled or Operam has reason to believe it has been.

2.3- Repairs carried out on the product

Only Operam and Operam Authorized Repair Centers are authorized to carry out repairs on the Product. The Warranty will not be valid if the repair has been carried out or has been undertaken by an unauthorized repair center.

2.4- Disclaimer of warranty

Operam declines all liability or responsibility for refunds, claims and damages not covered by the Warranty.

3. WARRANTY REQUEST

3.1-Information request

For any information request regarding the application of the Warranty, please consult the online help resources by clicking on the following link: oplan.ca/sequence-warranty. You will find detailed online information on how to benefit from the warranty.

On this occasion, an Operam representative may assist you to determine whether your Product should be submitted to repair or replacement services, and advise you about how Operam plans to provide the service. Other charges may apply when contacting Operam by phone depending on your location.