



Oso Electric Equipment Warranty

A Limited Warranty

Oso Electric Equipment, LLC ("Oso") warrants that our Product listed below (the "Product") is warranted to the original purchaser only to be free from defects in materials or workmanship for a two (2) year period ("Warranty Period") from date of purchase or delivery (whichever is later). Subject to certain exceptions, Oso will repair the Product free of charge, which after examination, is determined by Oso to be defective in material or workmanship. Return of the Product and/or defective parts to Oso, freight prepaid and insured is required. A copy of proof of purchase should be included with the returned Product and/or defective parts. In the event that a repair is not possible, Oso will replace the product or refund your purchase price, at Oso's election. This Warranty applies to products sold in the United States only.

OTHER THAN AS EXPRESSLY PROVIDED HEREIN FOR THE WARRANTY PERIOD, THE PRODUCTS PROVIDED BY OSO ARE PROVIDED WITH NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, OR NONINFRINGEMENT OF ANY INTELLECTUAL PROPERTY OR TRADEMARK RIGHTS; ANY WARRANTY OF AVAILABILITY; AND ANY WARRANTIES ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING, OR USAGE OF TRADE.

Oso is not liable for indirect, incidental, special, consequential, or punitive damages, or any costs, attorney fees, expenses, losses or delays in connection with the use of the Products, including, but not limited to any claims for lost profits and any cost or expense of providing substitute equipment or service during reasonable periods of malfunction or non-use pending completion of repairs under this Warranty. All implied warranties, including merchantability and fitness for a particular purpose, are limited to the duration of this Warranty. Some states do not allow exclusions of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above exclusions may not apply to you.

Oso Products

- Oso 21-inch Electric Lawnmower
- Oso 2-Hour Battery
- Oso 1-Hour Battery
- Oso Single-Battery Charger
- Oso 2-Battery Charger
- Oso 3-Battery Charger

Your Responsibilities

To preserve your rights under this Warranty, you must exercise reasonable care and use of the Product, including following the cleaning, maintenance, and storage guidelines and safety instructions described in the Operator Manual located at www.osoelectric.com/support. Failure to follow the instructions described in the Operator Manual will void this warranty. In addition, you must cease using the Product immediately upon any failure or damage, take the Product to an authorized servicing dealer/center, and file a warranty claim prior to any further use of the product.

How to Obtain Service

To obtain warranty service, you must take your Product to an authorized Servicing Dealer / Center. DO NOT attempt to repair or replace the Product on your own or at a Service Center that is not authorized. This Warranty is void if you do so.

Please visit www.osoelectric.com/contact if you have questions or concerns related to obtaining warranty service.



Exclusions from Coverage

Not all product failures or malfunctions that occur during the Warranty Period are defects in materials or workmanship.

This limited warranty does not cover the following:

- Components failing due to normal wear such as blades, tires, blade adapters, bags, mulch plugs, etc.
- Repairs or attempted repairs by anyone other than Oso or an Oso authorized Servicing Dealer / Center.
- Any product or part that has been altered, misused, neglected, requires replacement or repair due to accidents or lack of proper maintenance.
- Failures resulting from the use of modified or unapproved accessories or parts.
- Repairs or adjustments due to failure to follow the Operator's Manual, including failure to store batteries and/or charger properly.
- Rotary mower blade striking an object.
- If a product has been resold, leased or otherwise transferred without our permission.
- Not following Oso instructions and/or warnings on battery charger usage.
- Abuse, misuse, neglect, modifications, alterations, normal wear, improper servicing, improper transportation, and use of unauthorized attachments.
- Operation of the unit with improperly installed, removed, or modified cutting shields, guards, or safety devices.
- External causes such as accidents or other actions or events beyond Oso's reasonable control
- Continued use of product after initial operational problem or failure occurs.
- Improper voltage use for batteries, as well as exposure of these products to temperatures outside product specifications.