

What To Do If You Have a Dispute With Us

If you have a dispute relating to this limited warranty, it will be resolved exclusively through alternative dispute resolution, not in court.

Here's how the process works:

Good Faith Negotiation: Within 30 days after written notice of a dispute, both parties will meet and try to reach a resolution in good faith. **Mediation:** If no agreement is reached, the parties agree to participate in mediation within the next 60 days, using a mediator both sides choose together.

Binding Arbitration: If mediation does not resolve the issue, the dispute will be settled through binding arbitration with a neutral arbitrator both sides agree to. Arbitration proceedings will begin within 120 days of mediation, unless otherwise agreed.

Arbitration will be conducted by the International Centre for Dispute Resolution according to its International Arbitration Rules, unless the parties agree otherwise. The arbitration will take place in Union City, California. Each party will be responsible for their own legal fees and expenses related to the arbitration.

Any fees charged by the International Centre for Dispute Resolution will be divided, with 80% paid by the party starting arbitration and 20% by the other party.