

## **Return and Refund Policy**

Under the terms of this Return and Refund Policy (this "**Policy**"), you may return any GreenIQ product (a "**Product**") during the thirty day period commencing as of the date of purchase thereof. If upon receipt of the Product more than thirty (30) days have passed since the date of shipment of the Product (the "**Refund Period**"), GreenIQ cannot accept the Product for any returns or refunds and is under no obligation to return such Product to its sender. GreenIQ reserves the right to shorten the Refund Period in accordance with applicable law.

If the Product was purchased directly from GreenIQ through a website, the refund policy is as set forth below. If the Product was purchased from a different seller, then the applicable policies of such seller shall solely determine whether you are eligible for any refund or exchange and GreenIQ shall have no obligation to provide any refund or exchange whatsoever.

To be eligible for a refund, your item must be unused, undamaged and in its original packaging with its shrinkwrap (or equivalent in purpose) encasing entirely intact. All requests for refunds or returns (a "**Refund Request**") must be accompanied by the original receipt or original proof of purchase, depicting the point of sale, the actual amount paid (taking into account any coupons, discounts etc.), and method of payment (the "**Proof of Purchase**"). GreenIQ reserves the right to reject any Refund Request not accompanied by the Proof of Purchase. GreenIQ reserves the right to require additional proof of purchase in appropriate and reasonable circumstances.

Prior to receiving any returned Product, GreenIQ must first receive and approve a Refund Request, to be sent to GreenIQ at the following e-mail address, sales@greeniq.co, or the applicable address specified on the GreenIQ website. Approval of such Refund Request shall be at the sole discretion of GreenIQ. Without derogating from the generality of the foregoing, dissatisfaction with the language of the user manual provided with the Product shall not be deemed to be a legitimate reason for requesting a refund. GreenIQ may decide, at its sole discretion, to publish versions of the user manual in other languages on its website. Once your Refund Request is received and approved by GreenIQ, you shall be issued a return authorization number, instructions for return, and a packing label for you to use (the "**Return Authorization**"). Please note that any items returned without an authorization number will not be processed and will not result in any refund. Notwithstanding any of the foregoing, in the event you believe that your Product is damaged, defective or received in error, a Refund Request must be sent to GreenIQ, at the above e-mail address, within 48 hours of your receipt of the Product.

GreenIQ will not process any refund until the returned Product is actually received by GreenIQ at the location specified in the Return Authorization (the "**Return Address**"). To return your Product, mail your Product together with the return authorization number and packing label, as well as all manuals, accessories, registration, documents, and other items received together with the Product at the time of purchase, to the Return Address. In order to be eligible for a refund, the returned Product must be duly postmarked within 10 days from when GreenIQ sends the customer a Return Authorization. You will be solely responsible for pre-paying for all shipping, insurance and other costs related to returning your item, and all such costs are non-refundable. It is hereby clarified that GreenIQ will not accept any collect shipments. If you receive a refund, the cost of return shipping will be deducted from your refund to the extent applicable. You shall solely bear all risk of damage to or loss of the Product while in transit to GreenIQ and it is your responsibility to ensure that the Product is properly packaged, secured, and insured. GreenIQ shall have no responsibility or liability for items that you have shipped. Once your return is received and inspected, we will send you an e-mail to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. Shipping and handling charges and all taxes and customs paid are not refundable. If the refund or return is approved, then your refund will be processed, and a refund will be applied to your original method of payment (such as credit card, debit card, cash, check, online payment service or otherwise), within 30 days. If the refund is rejected, GreenIQ is under no obligation to return the returned Product

to its sender. Nonperformance by GreenIQ of any of its obligations shall be excused to the extent performance is rendered impossible due to causes beyond its reasonable control (force majeure).

GreenIQ reserves the right to revise this Policy from time to time at its sole discretion, by updating this Policy in the form appearing on the GreenIQ website.

This Policy shall be governed by, and construed and enforced in accordance with, the laws of the State of Israel applicable to agreements formed and entirely performed therein. Other than as specified in this Policy, you irrevocably waive any right to bring or maintain any dispute or action in any court of law (and any right to a jury trial, if applicable) in connection with the Product or this Policy. GreenIQ will reasonably attempt to resolve any dispute arising in connection with this Policy.

For any specific inquiries about the above refund policy, or if you think any unique circumstances apply to your purchase, which may be evaluated by GreenIQ at its sole discretion with no obligation to issue any refund or exchange, you may contact GreenIQ by e-mail, at [info@greeniq.co](mailto:info@greeniq.co) (or the applicable address specified on the GreenIQ website), or by fax, at [REDACTED] (or the applicable number specified on the GreenIQ website).