

SUREWERX LIMITED WARRANTY FOR CONSUMER PRODUCTS

SureWerx USA Inc. ("SureWerx") warrants to end-user purchasers that its Due North All Purpose and EveryDay Traction Aids*, Replacement Spikes, and Rubz-brand Massage Products ("Products") will be free from manufacturing defects for one year from the date of purchase or date of delivery (if later than the date of purchase).

* Please note Due North Industrial, Heel, Heavy Duty, and GripPro™ Traction Aids are covered by the SureWerx Limited Warranty for Commercial Products.

Because SureWerx cannot control the quality of products sold by unauthorized sellers, this warranty applies only to Products that were purchased from SureWerx or a SureWerx authorized seller in the United States, unless otherwise prohibited by law. SureWerx reserves the right to reject warranty claims for Products purchased from unauthorized sellers, including unauthorized internet sites.

This warranty does not cover any defects due to normal wear and tear, holes worn in toes, burn marks, punctures, cuts and abrasions from outside causes, or damage due to misuse/abuse, improper handling, alteration to the Product, unauthorized repair, negligence, accident, or failure to use or maintain the Products according to SureWerx's recommendations. This warranty may be void if the purchaser applies any materials not recommended for the Products, such as polishes, oils, or other chemicals that result in damage to the materials of the Product. This warranty is limited to the original, end-user purchaser in the United States.

Purchasers should first contact the authorized seller from which they purchased the Product for assistance. If the authorized seller is unable to resolve the issue, purchasers of Products who wish to make a warranty claim based upon a Product defect should call SureWerx customer service at 1-800-323-7402 or email claims.usa@surewerx.com. Purchasers will be asked to provide proof of purchase and the reason for the warranty claim. They may also be asked to provide photo(s) or video(s) of the alleged defect or to return the Product to SureWerx at SureWerx's discretion. If a Product must be returned to SureWerx for inspection, SureWerx will provide a return shipping label. SureWerx will repair or replace a defective Product that is covered by this warranty. In the event the same Product is not available for replacement, SureWerx will replace the Product with an alternative style with the same or better technology and materials within the same price point. SureWerx will not reimburse the cost paid for the original Product.

There are no warranties which extend beyond those stated herein. ANY IMPLIED WARRANTIES THAT MAY BE APPLICABLE TO PRODUCTS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

UNDER NO CIRCUMSTANCES SHALL SUREWERX BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES BASED UPON BREACH OF THIS LIMITED WARRANTY, BREACH OF CONTRACT OR STRICT LIABILITY. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

If you have any questions about whether a seller is authorized, call us at 1-800-323-7402 or email us at claims.usa@surewerx.com.

If you would like a physical copy of this warranty, feel free to print this webpage, call SureWerx customer service at 1-800-323-7402, or write us at 325 Corporate Dr., Elgin, IL 60123, and we would be happy to send you a copy.

Effective Date:7/1/2026