

ESTRIDE Returns and Warranty

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ESTRIDE 30 Day Return Policy

If you are unsatisfied with your purchase from Estride.store for any reason, you have 30 days from the date of purchase to request a full refund. You may return any Product (as defined below) purchased on Estride.store in accordance with the terms below, excluding subscription purchases such as MyEstride horse (additional horse subscription).

To qualify for a refund, all the following conditions must be met:

- A return authorization must be requested from our customer service team within 30 days of your purchase date. To request a return authorization, please email support@stride-invent.com
- You must return the Product to “Stride Innovations” to receive a refund. Returned Product(s) must be in good physical condition (not physically broken or damaged). All accessories originally included with your purchase must be included with your return.
- The return authorization number must be included along with your returned product.

Additional terms and conditions:

- Products purchased in November and December can be returned through January 31 of the following year or 30 days from the date of purchase, whichever is longer.
- Shipping and handling charges, gift wrap fees, and taxes paid (such as state, customs, or VAT) are not refundable.
- You are responsible for and must prepay all shipping charges and you assume the risk of loss or damage to the returned Product(s) while in transit back to “Stride Innovations”.
- If you return Product to “Stride Innovations” (a) without a return authorization from “Stride Innovations” or (b) without all parts and accessories originally included with your purchase, “Stride Innovations” retains the right to either refuse acceptance of such return or charge you a restocking fee of 15% of the original price of the Product(s) or the retail value of the missing parts and accessories, whichever is higher.
- MyEstride additional horse purchases are final and non-refundable.

Limited Product Warranty

LIMITED PRODUCT WARRANTY

“Stride Innovations” warrants to the original purchaser that your “Stride Innovations”-branded device and “Stride Innovations”-branded device accessories (collectively, the "Product") shall be free from defects in materials and workmanship under normal use for a period of one (1) year from the date of purchase (the "Warranty Period").

REMEDIES

If such a defect arises and a return authorization request is received by “Stride Innovations” within the applicable Warranty Period, “Stride Innovations” will, at its option and to the extent permitted by law, either (1) repair the Product at no charge, using new or refurbished replacement parts or (2) replace the Product with a new or refurbished Product. In the event of such a defect, to the extent permitted by law, these are your sole and exclusive remedies. Shipping and handling charges may apply except where prohibited by applicable law. This Limited Product Warranty is valid only in the jurisdictions where the Products are sold by “Stride Innovations” itself or through its authorized reseller or agent and is valid to the extent permitted by the applicable laws of such jurisdictions. Any replacement Product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer, or for any additional period of time that may be required by applicable law.

HOW TO OBTAIN WARRANTY SERVICE

To obtain warranty service, a return authorization must be requested from our customer service team. To request a return authorization, please contact Customer Service on support@stride-invent.com. The return authorization number must be included along with your returned product. You must deliver the Product, in either its original packaging or packaging providing an equal degree of protection, to the address specified by “Stride Innovations”. As may be required by applicable law, “Stride Innovations” may require you to furnish proof of purchase details and/or

comply with other requirements before receiving warranty service. It is your responsibility to backup any data, software, or other materials you may have stored or preserved on the Product. It is likely that such data, software, or other materials will be lost or reformatted during warranty service, and “Stride Innovations” will not be responsible for any such loss.

EXCLUSIONS AND LIMITATIONS

“Stride Innovations” does not warrant that the operation of the Product will be uninterrupted or error-free. This Limited Product Warranty does not cover software embedded in any Product and related services provided by “Stride Innovations”. See the “Stride Innovations” Terms of Service for details of your rights with respect to use of the software and related services.

This Limited Product Warranty applies only to the original purchaser of the Product that was purchased from an authorized reseller or sales channel and manufactured by or for “Stride Innovations” that can be identified by an authorized ““Stride Innovations”” trademark, trade name, or logo affixed to it. Without limiting the foregoing, the Limited Product Warranty does not apply to any (a) “Stride Innovations” products and services other than the Products, (b) non-“Stride Innovations” products, even if included or sold with a Product, including, without limitation, any counterfeit products, (c) products that are, or “Stride Innovations” reasonably believes to be, stolen, (d) consumables (such as batteries), or (e) software, even if packaged or sold with the Product or embedded in the Product. This Limited Product Warranty does not apply to products with the “Made for “Stride Innovations”” or “Works with “Stride Innovations”” logos or Tory Burch for “Stride Innovations” accessories. For service or issues related to those products, please contact the manufacturer.

This warranty does not apply to a Product or part of a Product that has been serviced, altered, refurbished, or modified by anyone who is not authorized by “Stride Innovations”, nor does it apply to any cosmetic damage such as scratches and dents. In addition, this Limited Product Warranty does not apply to damage or defects caused by (a) use with non-“Stride Innovations” products; (b) accident, abuse, misuse, mishandling, flood, fire, earthquake or other external causes; (c)

normal wear and tear or aging of the Product such as discoloration or stretching; or (d) operating the Product (i) outside the permitted or intended uses described by “Stride Innovations”, (ii) not in accordance with instructions provided by “Stride Innovations”, or (iii) with improper voltage or power supply.

No “Stride Innovations” reseller, distributor, agent or employee is authorized to make any modification, extension, or addition to this Limited Product Warranty. If any term contained herein is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

IMPLIED WARRANTIES

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES (INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY. Some jurisdictions do not allow limitations on the duration of an implied warranty, so the above limitation may not apply to you.

LIMITATION OF DAMAGES

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, “STRIDE INNOVATIONS” SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF PROFITS, REVENUE OR DATA, RESULTING FROM ANY BREACH OF EXPRESS OR IMPLIED WARRANTY OR CONDITION OR UNDER ANY OTHER LEGAL THEORY, EVEN IF “STRIDE INNOVATIONS” HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Some jurisdictions do not allow the exclusion or limitation of special, indirect, incidental or consequential damages, so the above limitation or exclusion may not apply to you.

GOVERNING LAW

This Limited Warranty shall be governed by the laws of England and Wales, without giving effect to any conflict of laws principles that may provide the application of

the law of another jurisdiction. And You consent to arbitration located in London, England in accordance with the London Court of International Arbitration Rules

NATIONAL STATUTORY RIGHTS

CONSUMERS MAY HAVE LEGAL RIGHTS UNDER APPLICABLE NATIONAL LEGISLATION GOVERNING THE SALE OF CONSUMER GOODS, INCLUDING, WITHOUT LIMITATION. THESE RIGHTS ARE NOT AFFECTED BY THE WARRANTIES IN THIS LIMITED WARRANTY.