

Protecting your peace of mind.

CloudCover Certified is our exclusive warranty program designed to provide peace of mind on your CloudStore Certified equipment purchase. Within the first 7 days of purchase, if you experience an operational defect(s) with your CloudStore Certified machine, we'll stand behind the machine. Please make sure to read and understand the terms and conditions fully before enrolling.

Submitting a Claim

A Buyer may submit a claim to Cloudstore for a Defect within **7 days or 5 hours of operation** (whichever comes first) from unit pickup or delivery by submitting an email to our claims support group at cloudcover@cloudstore.co.

Eligible Claims

Cloudstore Certified machines that meet these conditions can be submitted for review:

- Address mechanical defects not disclosed at the time of purchase
- Defect repair cost must exceed \$500
- Essential component for the unit's core functionality

Claim Resolution

Cloudstore may require evidence of the defect, such as photos or a visit to an Authorized Facility.

- If eligible, we'll reimburse repair costs within 7 days of: receipt of full payment to the Authorized Facility, for repaired defects.
- If necessary or applicable, we may take repossession of the unit and provide a refund.

Important: The first \$500 of expenses on an eligible claim are not covered by CloudCover Certified.



Cloudcover Certified Terms and Conditions

1. **Cloudcover Certified.** Cloud Store, LLC (“Cloudstore”) will address eligible claims on the equipment(s) listed on the associated Buyer’s Agreement (collectively the “Unit”) purchased through Cloudstore. If, in Cloudstore’s sole discretion, Cloudstore deems a claim eligible, Cloudstore may 1) reimburse the purchaser (“Buyer”) as listed on the associated Buyer’s agreement on eligible repairs (as defined below) or 2) cancel the sale, take repossession of the Unit and provide a refund to the Buyer.
2. **Eligible Claims.** For any claim to be eligible for remedy (an “Eligible Claim”), the Eligible Claim must meet at least each of the following conditions:
 - a. The Unit must be “Cloudstore Certified”, a designation deemed by Cloudstore in its sole discretion. Only certain products from a Unit purchase may be eligible for Cloudcover Certified on purchases with multiple products.
 - b. The claim must address a mechanical defect of the Unit that was previously not disclosed through any images, videos, disclosures and/or inspection reports provided prior to purchase, to the extent provided (a “Defect”).
 - c. The Defect must exceed repair cost in excess of \$500. The cost of repair is determined by Cloudstore, in its sole discretion, based on wholesale dealer cost and labor rates at time of claim.
 - d. The Defect must not be included in the list of items in these Terms that are not eligible for remedy through Cloudcover Certified.
 - e. The Defect relates to a component of the Unit that is essential for the Unit’s core functionality.

Buyer acknowledges that meeting the above conditions does not automatically deem a claim as eligible for remedy and only Cloudstore, in its sole discretion, may deem a claim an Eligible Claim.

3. **Submitting a Claim.** A Buyer may submit a claim for a Defect to Cloudstore by submitting an email to our claims support group at cloudcover@cloudstore.co.
4. **Timing.** A Buyer may submit a claim within seven (7) calendar days or within five (5) hours of operation relative to the advertised hours on the Unit, whichever occurs first (the “Claim Window”). The Claim Window begins at:
 - a. Time of Unit pickup, if the Buyer elects to pick up the equipment or elects to arrange for delivery of equipment outside of Cloudstore’s delivery service, or
 - b. The time of Unit delivery, if the Buyer elects to have the Unit delivered through Cloudstore’s delivery service.
5. **Claim Resolution.**
 - a. To appropriately settle a claim, Cloudstore may require the Buyer to provide evidence of the Defect. This may include but is not limited to:

- i. Providing photographic or video evidence of the Defect within the Claim Window.
 - ii. Taking the Unit to a third-party diagnosing facility designated or approved by Cloudstore (an "Authorized Facility").
 - iii. Providing written evidence of the Defect by an Authorized Facility and corresponding work order documentation.
- b. In the event Cloudstore deems a claim eligible for remedy, the Buyer must provide a quote from an Authorized Facility for only repairs associated with an Eligible Claim.
- c. Cloudstore will reimburse the Buyer for repair costs on eligible Defects within the Claim Window contingent on written approval and authorization from Cloudstore to execute repairs on such Defects. Any repair costs incurred, on eligible Defects or otherwise, without the written consent and authorization from Cloudstore may not be reimbursed through Cloudcover Certified. Buyer acknowledges that it is the Buyer's responsibility to provide Cloudstore with accurate and timely payment instructions for reimbursement.
- d. Cloudcover Certified reimbursements resolved through repair of eligible Defects are contingent upon receipt of full payment to the Authorized Facility.
- e. Cloudstore will reimburse the Buyer within seven (7) calendar days of either:
 - i. Receipt of full payment to the Authorized Facility, if the claim is resolved through repair of eligible Defects, or
 - ii. Repossession of the associated Unit, if the claim is resolved by cancellation of sale and refund.
- f. Buyer acknowledges that the first \$500 of expenses incurred on an Eligible Claim will not be covered by Cloudcover Certified. After the first \$500 of incurred expense on an Eligible Claim, Cloudstore will reimburse 100% of the \$500 in expenses associated with an Eligible Claim. Any expense incurred thereafter will be reimbursed at a fixed 50% rate.

6. Exclusions from Cloudcover Certified.

- a. Certain Defects are not eligible for remedy through Cloudcover Certified and are listed below. Buyer acknowledges that the list is not fully exhaustive and all claims are deemed eligible by Cloudstore in its sole discretion.
 - i. Non-factory add-on parts and modified equipment, which is sold by Cloudstore exclusively on an "as-is, where-is" basis.
 - ii. Equipment making noises or demonstrating conditions that are inherent or typical to a particular model or manufacturer, unless deemed "excessive" by an Authorized Facility on non-warranty items. Guidelines published by the relevant OEM(s) will be used to determine whether the conditions are "excessive".
 - iii. Wearable items, regardless of repair cost. Wearable items include (but are not limited to) tires, wipers, brake pads, shoes, rotors, belts, lines and hoses, seals and gaskets, lubricants and fluids, spark plugs and wires,

- ignition coils, timing belts, bulbs, filters, shocks and struts, suspension, exhaust and standard transmission clutches.
- iv. Head-gasket leaks, unless they are causing an internal engine leak in which oil and/or coolant is leaking into the combustion chamber, resulting in consumption of oil and/or coolant that is burned and realized by smoke exiting the exhaust tailpipe, or intermix of oil and coolant. External head gasket leaks resulting in visible seepage on the outside of the engine block and head are not eligible.
- v. Any component or part of the equipment about which a disclosure was made prior to purchase, through any inspection report, images, videos or otherwise.
- vi. Hours or mileage issues in equipment that are deemed exempt from odometer and title disclosure laws.
- vii. Vehicle accessory electrical defects on equipment four or more model years old.
- viii. Rear main seal oil leaks on equipment ten or more years old or Units with over 100,000 miles or more.
- ix. Damage of any kind that occurred after the equipment was picked up by the Buyer after the Claim Window has expired.
- b. As a used equipment buyer, you acknowledge that the equipment you buy on Cloudstore may have imperfections and may need any or all of the following services to get them into retail-ready condition. Although we may not disclose all these items, it should be considered normal and reasonable for any used equipment purchase, and therefore, these issues are not eligible under this product.
 - i. Interior and exterior cleaning and detailing to remove dirt, dust, grime, stains, smells, pet hair, gum and food residue.
 - ii. Wet-sanding and buffing to remove surface level scratches and blemishes on the exterior body and paint.
 - iii. Addressing seepage that is not considered an active dripping leak.
 - iv. Reconditioning or replacement of fogged or hazed headlights, fog lights, or tail lamps.
 - v. Repair of any aftermarket accessories.
 - vi. Removal of decals, bumper stickers, vehicle wraps, and window tint and any subsequent paint damage that could occur from such processes.
 - vii. Repair of power seat functions including lumbar, heated and ventilated, memory, power tilt/telescoping steering wheel and steering wheel controls, power mirrors and including defrost, and extending functions.
 - viii. Repair, programming or replacing a better on keys that are a combination key and fob. Only one key that starts and unlocks the vehicle manually may be provided. Any duplicates will need to be made by the Buyer.
 - ix. Repair of wear and tear on headlights, window glass, and paint including minor scratches, moisture behind the headlight lens and paint chips.

- c. Issues that can be remedied by utilizing existing manufacturer, aftermarket and/or dealer warranties, or a shipping COI must be resolved through those respective processes. Cloudstore may or may not assist in such third-party processes and Buyer acknowledges Buyer may be required to work directly with such providers to remedy any damages.
- d. Some equipment listed by Cloudstore is not eligible for Cloudcover Certified. Only equipment that is deemed Cloudstore Certified by Cloudstore, in its sole discretion, is eligible for Cloudcover Certified unless otherwise exempt only through written authorization from a Cloudstore representative.

I, the Buyer, have read, understand and agree to comply with these terms and conditions contained herein.

Buyer: