



## **FLORATECH PRODUCT QUALITY GUARANTEE AND SHELF-LIFE POLICY**

This document will explain Floratech's Product Warranty Guarantee and Shelf-Life Policy.

### **Product Warranty Policy**

Floritech products are warranted to be within specification for one year from date of purchase from a local distributor or Floratech when stored in the original unopened container at or below 35°C. Floratech's policy is to offer a one year product replacement guarantee (warranty) which is good from the date of purchase from your local distributor or Floratech. Floratech adopted this policy as we felt it was the best fit for our customers. We believe that one year from date of purchase is a reasonable amount of time for customers to use a purchased product and most customers will consume a purchased product before the one year product warranty period would expire. Although the warranty period for purchased products is limited to one year from date of purchase, the shelf-life of most Floratech products is in excess of one year from date of manufacture.

### **Product Shelf-Life**

Floritech products do not have set expiration dates based on date of manufacture. Shelf-life of any given batch of product is largely dependent on the storage conditions and handling it has been subject to after manufacturing. Because of the stability of our products and the lack of control at our customer's facilities post sale, we have adopted our Product Quality Guarantee Policy. Set expiration dates based on the date of manufacture does not best serve Floratech or our customers. A warranty and re-validation program based around yearly testing allows us to better provide fresh and compliant products to our customers.

### **Product Quality Assurance**

All Floratech batches are initially tested and qualified when manufactured. Representative samples of each batch are taken and kept in typical product storage conditions to be retested at scheduled intervals. A batch that continues to meet specifications will be re-validated and continued to be sold. This program assures all batches being sold will meet the one year warranty period requirements regardless of manufacture date. A Certificate of Analysis is issued every time a batch is tested, and it reflects the results of the most current testing regiment. A batch will continue to be tested and revalidated for one year after the last of that product batch is purchased. This ensures continued product compliance during the warranty period.

Please direct any questions regarding this Product Quality Guarantee Policy or Shelf-Life Policy to Ryan Quinn, Director of Quality and Regulatory Affairs at [Ryan.Quinn@Floratech.com](mailto:Ryan.Quinn@Floratech.com).