



PRODUCT WARRANTY POLICY

ISSUED: JANUARY 2026 | **REVIEW CYCLE:** ANNUAL | **DOCUMENT OWNER:** OPERATIONS

RIVIX warrants that all apparel and textile products supplied are free from material defects in materials and workmanship at the time of delivery, when used under normal and intended conditions.

This warranty applies for **thirty (30) days** from the date of delivery, unless otherwise agreed to in writing.

If a covered defect is identified and reported within the warranty period, RIVIX may, at its sole discretion:

- Repair the affected items;
- Replace the affected items; or
- Issue a credit for the affected items.

This warranty does not cover normal wear and tear, improper use, improper laundering, failure to follow care instructions, alterations made after delivery, or damage outside the agreed scope of use.

RIVIX's total liability under this warranty is limited to the invoiced value of the affected goods supplied. This warranty is the exclusive warranty provided by RIVIX and is in lieu of any other express or implied warranties, unless otherwise required by applicable law.

Last Reviewed: January 2026