

Terms of Service

EFFECTIVE DATE: 01 - JUNE - 2026 - VERSION - 1.1



The rules and conditions that govern your use of getwater.tech and the products you purchase from us, including subscriptions, arbitration, warranty, and liability terms.

Overview

These Terms of Service ("Terms") are an agreement between you and getwatertech ("we," "us," "our") that govern your access to and use of getwater.tech, our apps, and the products and services we offer (the "Website" and "Services"). They also govern your purchases from us.

Please read these Terms carefully. By accessing or using the Services, you agree to be legally bound by these Terms and our Privacy Policy at getwater.tech/policies/privacy, including the disclaimers, limitation of liability, and the binding arbitration and class-action waiver below. If you do not agree, do not use the Services.

We may revise these Terms from time to time. Changes take effect when posted, and your continued use of the Services means you accept them. The effective date above reflects the latest revision.

Eligibility and your account

By using the Services you represent that you have reached the age of majority where you live, can form a binding contract, and that the information you provide is accurate and kept up to date. You are responsible for keeping your account credentials confidential and for all activity under your account. Notify us immediately at contact@getwater.tech of any unauthorized use or other breach of security. You are liable for losses we or a third party incur as a result of someone else using your account, except to the extent the unauthorized use results from our willful misconduct. We may suspend or withdraw access to all or part of the Website at our discretion, without notice.

Orders, pricing, and payment

- Your order is an **offer to buy**. Any order confirmation we send is an automated acknowledgement that we received your order — it is not acceptance of your offer and does not form a contract. We accept your offer, and a contract of sale forms, only when we ship the product to you.

- We may decline, limit, or cancel any order at any time before it ships, at our discretion — including after you have received an order confirmation and after we have taken payment. If we cancel an order you've paid for, we'll issue a prompt refund.
- Prices are those in effect when the order is placed and may change without notice. Posted prices exclude taxes and shipping, which are added at checkout.
- We try to display accurate prices, but if a pricing or availability error occurs we may correct it and cancel any affected order.
- You represent that the payment information you provide is accurate and that you are authorized to use it. Payment must be received before we accept an order.
- Title and risk of loss pass to you when the items are delivered to the carrier. You are responsible for filing carrier claims for lost or damaged shipments, though we will help — see below.

Subscriptions and auto-renewal

Some products (such as replacement filters) can be purchased on a recurring subscription that ships automatically at the frequency you choose.

- **Recurring billing.** When you subscribe, you authorize us to charge your payment method on file for each shipment, at the price and on the schedule shown when you sign up and in your order confirmation. Your subscription automatically renews at that interval until you cancel.
- **No commitment.** There is no minimum term. You can pause, skip, reschedule, change the frequency of, or cancel your subscription at any time from your account.
- **Canceling.** Cancel before your next order is processed to avoid that charge. Cancellation stops future renewals; it does not retroactively refund an order that has already been processed or shipped — those follow our Returns Policy at getwater.tech/policies/returns.
- **Price changes.** If the price of a subscription changes, we will give you advance notice before it applies to a future renewal, and you may cancel before the new price takes effect.
- **Shipping.** Subscription orders ship with free ground shipping — see our Shipping Policy at getwater.tech/policies/shipping.
- **Failed payments.** If a payment fails, we may retry the charge and may pause or cancel the subscription until your payment method is updated.

Shipping, returns, and warranty

Specifics on delivery timeframes, costs, returns, and warranty coverage live in their own pages and are incorporated into these Terms by reference:

- Shipping Policy — getwater.tech/policies/shipping
- Returns Policy — getwater.tech/policies/returns
- Warranty — getwater.tech/policies/warranty

Your responsibilities as a water-system owner

Our products treat and improve water quality, but using them safely is a shared responsibility:

- **Local codes.** It is your responsibility to ensure a purchased system complies with all applicable local codes, ordinances, and plumbing/building regulations, and to have it installed correctly — engaging a licensed professional where needed.
- **Water quality.** Our systems are shown to reduce contaminants, but we cannot guarantee complete removal of all contaminants or completely pure water. Effectiveness depends on your source water, installation, maintenance, and operation. You accept responsibility for the suitability of treated water for consumption. We recommend having your water tested by a certified laboratory before and periodically after installation, and consulting a healthcare professional about any health concerns.
- **Maintenance.** You are responsible for inspecting your system and performing required upkeep (filter replacement, cleaning, system checks) per the product instructions. If you suspect a system isn't working correctly, take it out of service and inspect it before further use, and contact us at contact@getwater.tech.

Acceptable use

You may use the Website only for lawful purposes. You agree not to:

- Violate any applicable law or regulation, including laws governing the export or re-export of data or software to or from the United States or other countries, or harm or attempt to exploit minors.
- Send spam, chain letters, or unsolicited advertising, or impersonate us or anyone else.
- Upload viruses or malicious code, or attempt to gain unauthorized access to, disrupt, overburden, or interfere with the Website or its servers (including denial-of-service attacks).
- Use any robot, scraper, or automated means to access or copy the Website, or otherwise interfere with its proper working.

Reviews and user content

If the Website lets you post reviews or other content ("User Content"), you are solely responsible for it, and it must be truthful, lawful, and respectful — no defamatory, obscene, harassing, infringing, deceptive, or otherwise objectionable material. You retain ownership of your User Content but grant us a worldwide, royalty-free license to use, display, and distribute it in connection with the Services. We may

remove any User Content, and suspend accounts, at our discretion. We do not pre-screen User Content and are not responsible for content posted by users.

Copyright infringement (DMCA)

We respect the intellectual-property rights of others and respond to clear notices of alleged copyright infringement under the Digital Millennium Copyright Act (DMCA).

- **To report infringement**, send a written notice to the attention of "Copyright Infringement" at contact@getwater.tech, describing the work claimed to be infringed and the material you say infringes it, in enough detail for us to locate it, along with your contact information and a good-faith statement that the use is unauthorized.
- We will investigate, and where appropriate remove or disable access to the material and may terminate repeat infringers' accounts. We will make reasonable efforts to notify the user who posted it.
- **To dispute a removal**, that user may send a counter-notice to the attention of "Copyright Infringement Counter Notification" at the same address.

Knowingly misrepresenting that material is infringing — or that it was wrongly removed — may make you liable for damages, including costs and attorneys' fees. For questions about the DMCA process, consult an attorney.

Intellectual property

The Website and its contents — text, images, video, software, design, and the getwatertech name, logo, and marks — are owned by getwatertech or its licensors and are protected by intellectual-property laws. You may view and use the Website for your own personal, non-commercial purposes as a current or prospective customer. You may not copy, modify, distribute, sell, or exploit any part of the Website or its content except as expressly permitted here. All rights not expressly granted are reserved.

Linking to our site

You may link to our homepage in a way that is fair and legal and does not damage or take advantage of our reputation, but you must not suggest any form of association, approval, or endorsement on our part without our written consent. You must not frame, deep-link, or in-line link our pages, or link to the Website from any site you don't own or aren't authorized to use. Any site you link from must comply with these Terms. We may withdraw linking permission at any time without notice.

Third-party links

The Website may contain links to third-party sites and resources, provided for your convenience. We don't control them and aren't responsible for their content or for any loss arising from your use of them. Accessing them is at your own risk and subject to their terms.

Disclaimer of warranties

To the fullest extent permitted by law, the Website, its content, and any products or services obtained through it are provided "as is" and "as available," without warranties of any kind, express or implied, including merchantability, fitness for a particular purpose, and non-infringement. We do not warrant that the Website will be uninterrupted, error-free, or free of viruses or other harmful components. This does not affect any warranties that cannot be excluded under applicable law, or the product warranty described in our Warranty page at getwater.tech/policies/warranty.

Limitation of liability

To the fullest extent permitted by law, our total liability (and that of our affiliates, licensors, and service providers) for any claim arising out of or relating to the Services or your purchase — whether in contract, tort, or otherwise — will not exceed the amount you paid us for the product giving rise to the claim. We will not be liable for indirect, incidental, special, or consequential damages. This does not affect any liability that cannot be excluded under applicable law.

Indemnification

You agree to defend, indemnify, and hold harmless getwatertech and its affiliates, licensors, and service providers from any claims, damages, losses, costs, or fees (including reasonable attorneys' fees) arising out of your violation of these Terms or your use of the Website.

Binding arbitration and class-action waiver

You and getwatertech agree to give up the right to litigate disputes in court or before a jury, and to give up the right to participate in a class action. Any claim or dispute arising from or relating to your purchase of products or services, or your use of the Website, will be resolved exclusively by binding individual arbitration administered by the American Arbitration Association under its Consumer Arbitration Rules, governed by the Federal Arbitration Act. Neither party may bring or participate in a class, consolidated, or representative action. If any part of this section is found unenforceable, the rest remains in effect.

Time to file claims

Any cause of action or claim arising out of or relating to these Terms or the Website must be commenced within one (1) year after it accrues, or it is permanently barred.

Geographic restrictions

We are based in the United States and provide the Website for use by persons located in the United States. We make no claim that the Website or its content is appropriate or available outside the US. If you access it from elsewhere, you do so on your own initiative and are responsible for compliance with local law.

General

No waiver of any term is a continuing waiver. If any provision is found unenforceable, it will be limited or removed and the rest of these Terms remain in effect. These Terms and our Privacy Policy at getwater.tech/policies/privacy are the entire agreement between you and us regarding the Website and supersede prior understandings.

Contact

Questions, feedback, and support requests should go to **contact@getwater.tech**.