



Cross Connect

Warranty Info & Legal Disclosures

Warranty and Return Policy

*Last updated December 11, 2025

WWCC Holdings, Inc. ("Cross Connect," "we," "us," or "our") warrants to the original purchaser only that any product identified below as a "Covered Product" that you purchased from Cross Connect will be free from defects in materials and workmanship under normal use for a period of twelve (12) months from the date of purchase by the original purchaser ("Warranty Period"), as documented by valid proof of purchase. This limited product warranty ("Limited Product Warranty") is subject to certain exclusions and limitations, as set forth herein.

Cross Connect's sole obligations under this Limited Product Warranty are as specified in the below question titled "What are your remedies under this Limited Product Warranty?".

What is covered by this Limited Product Warranty?

"Covered Products" are any wearables or audio hardware, including the connected audio pendant, sold directly by us online, at retail locations or anywhere else such products are sold.

This Limited Product Warranty applies only against defects in Covered Products that are discovered within the applicable Warranty Period and only so long as the Covered Product remains in the possession of the original purchaser, or, for a gifted Covered Product, the original possessor of that Covered Product.

This Limited Product Warranty is valid only in the jurisdictions where the Covered Product is sold by Cross Connect.

How long am I covered by this Limited Product Warranty?

The Warranty Period for each Covered Product is twelve (12) months from the date of purchase by the original purchaser, as documented by a valid proof of purchase—e.g., receipt or invoice.

What are my remedies under this Limited Product Warranty?

If a defect in the Covered Product arises and a valid claim is received by Cross Connect within the Warranty Period, Cross Connect will, at its option and to the extent permitted by law, either (a) repair the defective Covered Product at no charge, using new or refurbished replacement parts, or (b) exchange the defective Covered Product with a new or refurbished Covered Product or a product that is reasonably equivalent to the Covered Product. If Cross Connect, in its sole discretion, determines it is not reasonable to replace the defective Covered Product, Cross Connect may refund to you the purchase price paid for the Covered Product. In the event of a defect, to the extent permitted by law, these are your sole and exclusive remedies. You may be responsible for payment of shipping and handling charges for the delivery of a repaired or replacement Covered Product, except where prohibited by applicable law. Any replacement of a defective Covered Product or parts under this Limited Product Warranty will be warranted for the remainder of the original Warranty Period of the returned Covered Product, or for any additional period of time that may be applicable in your jurisdiction.

How do I make a claim or obtain warranty service under this Limited Product Warranty?

If you believe you need warranty service under this Limited Product Warranty, please contact support@crossconnectapp.com. To obtain warranty service, you first will need to obtain a Return Merchandise Authorization (RMA). To request an RMA, you must contact our Customer Service Team via our Website or via email addressed to support@crossconnectapp.com. In your request, you must include proof of purchase for the Covered Product, a brief explanation for why you are requesting warranty service, and a description of the steps you have taken to troubleshoot the problem.

Once you receive an RMA, you will need to deliver the defective Covered Product, in either its original packaging or packaging providing an equal degree of protection, together with proof of purchase indicating the date purchased, to the address specified by Cross Connect. By sending the Covered Product, you hereby acknowledge that ownership of the Covered Product is transferred to us upon Cross Connect's receipt of the defective Covered Product. If Cross Connect determines that the claim is

justified based on this Limited Product Warranty, Cross Connect shall bear the cost of shipping the repaired or replacement Covered Product to you. Any Covered Product returned to Cross Connect without a valid warranty claim or without an RMA may be rejected, returned at your cost (subject to prepayment), or disposed of in Cross Connect's sole discretion with no further liability or obligation to you. Claims must be made within the Warranty Period.

What is not covered by this Limited Product Warranty?

This Limited Product Warranty applies only to Covered Products. This Limited Product Warranty does not apply to, and the term "Covered Product" will not include any software, even if packaged or sold with the Covered Product or embedded in the Covered Product (e.g. firmware and/or system software), including our App or any other software that is made available via the Platform (collectively, "Cross Connect Software"). Furthermore, this Limited Product Warranty does not apply to any defects or parts requiring replacement due to ordinary wear and tear, corrosion, rust or stains, or cosmetic damage, including scratches or dents, on or to the Covered Product or any damage to the Covered

Product caused by any of the following:

Operating the Covered Product outside the permitted or intended uses described by Cross Connect or use of the Covered Product not in compliance with Cross Connect's instructions or documentation.

Use of the Covered Product with non-Cross Connect products or services or any components, parts or accessories not originally intended for or compatible with the Covered Product.

Modification of the Covered Product, including without limitation, the addition of after-market software or hardware components.

An act of God (lighting, flooding, tornado, etc.), spillage of food or liquid damages incurred through incorrect connection or handling (including contact with water), abnormal conditions, high humidity, deliberate abuse, power surges, water spills, or any other accidents.

Service performed by anyone who is not a representative of Cross Connect.

For the avoidance of doubt, recovery and reinstallation of Cross Connect Software and user data are not covered under this Limited Product Warranty. It is your responsibility to backup any data, software, or other materials you may have stored or preserved on the Covered Product. It is likely that such data, software, or other materials will be lost or reformatted during the performance of any warranty service, and Cross Connect will not be responsible for any such damage or loss.

Are there any other limitations with respect to this Limited Product Warranty?

IMPLIED WARRANTIES AND CONDITIONS. CROSS CONNECT DOES NOT WARRANT THAT THE OPERATIONS OF THE COVERED PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES AND CONDITIONS (INCLUDING WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) WILL BE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED PRODUCT WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON THE DURATION OF AN IMPLIED WARRANTY, SO THE ABOVE

LIMITATION MAY NOT APPLY TO YOU. THIS LIMITED PRODUCT WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

LIMITATION OF DAMAGES. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, CROSS CONNECT SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, OR ANY LOSS OF PROFITS, REVENUE OR DATA, RESULTING FROM ANY BREACH OF AN EXPRESS OR IMPLIED WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, EVEN IF CROSS CONNECT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND REGARDLESS OF THE FORM OF ACTION WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR ANY OTHER LEGAL OR EQUITABLE THEORY. 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.

What else do I need to know about this Limited Product Warranty?

No employee of Cross Connect is authorized to make any modification, extension, or addition to this Limited Product Warranty. If any term of this Limited Product Warranty is held to be illegal or unenforceable, the legality or enforceability of the remaining terms will not be affected or impaired.

This Limited Product Warranty is and will be governed by the laws of Delaware, USA, without giving effect to any conflict of laws principles that may require the application of the law of another jurisdiction.

This Limited Product Warranty is governed by the Cross Connect Terms of Use, provided that in the event of a conflict between the Limited Product Warranty and the Terms of Use, the terms of this Limited Product Warranty shall govern.

For the avoidance of doubt, any disputes between you and Cross Connect related to this Limited Product Warranty or a Covered Product will be governed by the then-current dispute resolution procedures in Cross Connect's Terms of Use.

If you have any questions about this Limited Product Warranty, please contact support@crossconnectapp.com.

Cross Connect 30 Day Satisfaction Guaranteed Return Policy:

If you purchased any products (each, a "Product") on Cross Connect's website at <https://crossconnectapp.com/> (the "Website"), you have 30 days from the date you purchased your Product to return it for a full refund of the purchase price.

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

A Return Merchandise Authorization (RMA) must be requested from our customer service team within 30 days of the date on which you purchased the Product.

To request an RMA, you must contact our customer service team via our website at <https://crossconnectapp.com/> or via email addressed to support@crossconnectapp.com.

Any accessories originally included with the Product you purchased must be included with your return.

Cross Connect may require that you furnish proof of purchase details to obtain an RMA.

Returned Product(s) must be in good physical condition (not physically broken or damaged), in either its original packaging or packaging providing an equal degree of protection. The RMA number must be included along with your returned Product.

Additional terms and conditions:

Shipping and handling charges, gift wrap fees, and taxes paid (e.g., state, customs, VAT) are not refundable.

You are responsible for and must prepay all shipping charges, and you shall assume all risk of loss or damage to the Product while in transit to Cross Connect. If you return a Product to Cross Connect (a) without an RMA from Cross Connect or (b) without all parts or accessories included in the original package, Cross Connect retains the right to either (1) refuse delivery of such return or (2) charge you a restocking fee equal to the higher of fifteen percent (15%) of the original price of the Product or the retail value of the missing parts or accessories. We recommend that you use a tracking service for your protection.

Once your return is received and inspected, we will send you

an email to notify you that Cross Connect has received your returned Product. We will also notify you of the approval or rejection of your refund request. If your request is approved, your refund will be processed and a credit will automatically be applied to your credit card or original method of payment. Refunds will be processed and paid within 2 weeks of Cross Connect receipt of the Product. Please note that, depending on your credit card company or bank, it may take an additional 2 to 10 business days

after your credit is approved for it to post to your account.

Legal Disclosures

This device is intended for general wellness and personal use only, as described in this manual.

No Emergency or Reliance Use

This device and any associated software, content, or features are not intended for emergency use, crisis intervention, life-sustaining purposes, or real-time decision-making. Do not rely on this product for medical, mental health, safety, legal, or emergency decisions. In the event of an emergency, contact local emergency services or a qualified professional.

Important Safety Information

- Do not use this device if you have a pacemaker or other implanted electronic medical device.
- This product is not a toy and is not intended for use by children under the age of 13. Keep out of reach of small children. Use by individuals under 18 should occur only with parental or guardian awareness and supervision.
- Avoid Dropping.

- Do not disassemble.
- Do not submerge in water.
- Avoid extreme temperatures.
- The product should not be exposed to excessive heat such as sunshine, fire or the like.
- Do not use the device if it is damaged, cracked, swollen, or shows signs of overheating.
- Use the original charging cable.
- Clean with a dry, soft lint-free cloth. Do not use any corrosive cleaner or oil.
- This device is not a medical device and is not intended to diagnose, treat, cure, or prevent any disease or medical condition.
- Discontinue use if skin irritation, redness, or discomfort occurs. Consult a physician if symptoms persist. Do not wear on broken or irritated skin.
- Individuals with known skin sensitivities, allergies, or reactions to wearable materials should review product

materials information available on our website before use and discontinue use at the first sign of irritation.

- Remove the device if it interferes with sleep, movement, or causes discomfort during physical activity.
- Use of this product is voluntary and at the user's discretion. Users assume all risks associated with wearing or using the device, including during physical activity or extended periods of wear.

General Wellness Use Only

Any insights, prompts, or information provided by this device or its associated application are intended solely for general wellness, personal reflection, and informational purposes. This product does not provide medical, therapeutic, diagnostic, or treatment services and is not a substitute for professional medical, mental health, or other professional advice.

No Professional Advice

The manufacturer does not provide medical, psychological, therapeutic, legal, financial, or other professional services through this product. Users are solely responsible for decisions made based on their use of the device or associated software.

Notice



This symbol means the product must not be discarded as household waste, and should be delivered to an appropriate collection facility for recycling. Follow local rules and never dispose of the product and rechargeable batteries with normal household waste. Correct disposal of old products and rechargeable batteries helps prevent negative consequences for the environment and human health.

Battery Safety & Maintenance

Non-replaceable battery: Do not attempt to replace the [Device Name] battery yourself. You may damage the battery, which could cause overheating, fire, and injury.

Charging: Only charge the battery in accordance with the user instructions. Only use a charging cable and power adapter that meet local safety standards (e.g., UL certified).

Operating Temperatures: Operating temperature: 0°C to 35°C (32°F to 95°F). Storing or using the device outside these ranges may damage the battery or the device.

Disposal Information

This product contains a Lithium-ion battery. Do not dispose of this product in household trash. Please follow local environmental laws and guidelines for the disposal of electronic products and batteries. Visit call2recycle.org to find a recycling location near you.

Test Summary Availability

In accordance with UN38.3 regulations, the Lithium Battery Test Summary for this product is available upon request at: support@crossconnectapp.com.

FCC Warning

FCC ID : 2BRFJ-HSE2624B

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution: Any changes or modifications to this device not expressly approved by [Your Company Name] could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Supplier's Declaration of Conformity:

This device complies with Part 15 of the FCC Rules.

Responsible party: Company Name: WWCC Holdings, Inc.

Address: 50 W Broadway Ste 333, PMB 34409250, Salt Lake City, Utah 84101-2027 US

Email: support@crossconnectapp.com

*Additional Legal Rights for Consumers

For consumers, who are covered by consumer protection laws

or regulations in their country of purchase or, if different, their country of residence, the benefits conferred by WWCC Holdings Inc Limited Warranty are in addition to all rights and remedies conveyed by such consumer protection laws and regulations, including but not limited to these additional rights.

For FAQ and more information, please visit <https://www.crossconnectapp.com/>.

Liability Limitation

To the maximum extent permitted by applicable law, the manufacturer shall not be liable for any indirect, incidental, consequential, special, or punitive damages arising out of or related to the use or inability to use this product, including misuse. This limitation does not affect rights that cannot be excluded under applicable consumer protection laws. Additional warranty terms, limitations, and conditions are set forth in the Limited Warranty and Terms of Service available at <https://www.crossconnectapp.com/>.

Governing Terms and Law

Use of this product is subject to the Terms of Service and Limited Warranty available at <https://www.crossconnectapp.com/>, which are incorporated by reference. Those terms govern issues of warranty, liability, dispute resolution, and governing law, except where prohibited by applicable consumer protection laws.

No Guarantee of Availability/Performance

Certain features may require a compatible mobile device, internet connection, and software updates. Availability of features may change over time.

Wireless features, including Bluetooth connectivity, may be interrupted, delayed, or unavailable due to environmental conditions, device compatibility, software updates, or network limitations. Continuous or error-free operation is not guaranteed.

Data displayed or transmitted through the device or associated application may be delayed, incomplete, or unavailable. The

manufacturer does not guarantee the accuracy, completeness, or timeliness of any data provided.

Certain functionality depends on third-party devices, operating systems, software platforms, and services not controlled by the manufacturer. Changes to or discontinuation of such third-party products or services may affect product functionality.

This manual is provided for informational purposes only and does not create any express or implied warranties beyond those expressly stated in the Limited Warranty.

