



January 04, 2014

Dear Valued Distributor:

Majestic Glove has always been deeply involved in the manufacturing process of our products so that we may ensure we provide quality merchandise. Many times when establishing our product lines we reject items due to a lack of quality, even if it is not economically beneficial to do so. We believe that by doing this we obtain only the highest quality products, which will cause you fewer problems in the future.

That being said, please remember that our products are still made by humans. As such, occasionally you may find a bad seam on a jacket or a missed stitch on a glove. We stand behind our product — always have and always will. However, we do have limitations. Majestic Glove warrants its items for **90 days** from the date of delivery to be free from defects, but if a defect is found we do ask that you provide proof of the defect. Many times we will have you ship the item back to us; this is so that we can use the item as a training tool to help prevent further problems on remaining stock. At times we may ask instead that you hold on to or destroy the defective item and we will send you a replacement. Either way, we are here to help.

We must enforce this policy. It is not to be difficult, but rather to keep your pricing down. For example, if you order an item at the beginning of the year and it was delivered to you a few days later, the life of our warranty begins at that receipt — not when that item is sold to your end user. Many items, like gloves and jackets, do have a life span. Some gloves may only last a few days, some jackets only a couple of months. It depends on the application.

Majestic continues to make every effort to ship out quality products. If you receive an item that is defective please contact us as soon as you discover the defect and so that we can make it right. This is a partnership and we greatly value you as a partner and distributor.

If you should have any questions, by all means, please let us know.

Sincerely,

A handwritten signature in black ink, appearing to read "Todd W. Gorrebeeck", with a long horizontal flourish extending to the right.

Todd W. Gorrebeeck  
National Sales Manager