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Since 1936*

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On the following page you will find the full version of the General Air Products Returned Goods and Warranty policies. Please read below for an overview of some of the important parts of the warranty claim process.

If you have any questions while reviewing this policy sheet or while beginning the warranty claim process please do not hesitate to call us at 1-800-345-8207.

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## **Returned Good Authorization**

- Please read full text on next page **and** call 1-800-345-8207 before proceeding.
- General Air Products, Inc must have the opportunity to help you troubleshoot the problem in the field before allowing the unit to be returned.
- General Air Products, Inc. can not accept returned product without:
  - a valid RGA number issued by General Air Products, Inc. directly
  - a specific reason for return (“unit damaged” or “broken” are not specific)
  - proper packaging must be employed when shipping the unit back to General Air Products
- Materials returned due to freight damage will require the sender to take and send pictures of the damaged unit to General Air Products, Inc. before the materials are sent back. The sender will also need to inform General Air Products if a claim has been filed with the freight company.
- Material must be received within 2 weeks of RGA issue.
- Materials returned for “credit only” will be assessed a restocking fee. Standard restocking fee is 25% though the fee can be more depending on the condition in which the unit is received at General Air Products, Inc.

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## **Warranty Claims**

- Please read full text on next page **and** call 1-800-345-8207 before proceeding.
- General Air Products, Inc. warranty is a standard 1 year manufacturers warranty.
- **General Air Products, Inc. warranty does not cover ANY labor.**

# General Air Products - Warranty Policy

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## GENERAL PROVISIONS & LIMITATIONS

General Air Products, Inc. (the "Company") warrants to each original purchaser ("Purchaser") of its new products from the Company or its Authorized Distributor that such products are, at the time of delivery to the Purchaser, made with good materials and workmanship. No warranty is made with respect to:

1. Any product, which has been repaired or altered in such a way, in the Companies judgment, as to affect the product adversely.
2. Any product, which has, in the Companies judgment been subjected to negligence, accident, improper storage, improper installation or application.
3. Any product, which has not been operated or maintained in accordance with the recommendations of the Company.
4. Components or accessories manufactured, warranted and serviced by others.
5. Any reconditioned or prior owned product.

Claims for items described in 4. above should be submitted directly to the manufacturer.

## WARRANTY PERIOD

The Company's obligation under this Warranty is limited to repair or, at its option, replacing during normal business hours at the designated facility of the Company, any part that in its judgment proved not to be as warranted within the applicable Warranty Period as follows.

## COMPONENTS

All non-consumable components are warranted for 12 months from the date of purchase. Consumables are not covered under warranty. The unit must have been installed by either a factory authorized distributor or agent in accordance with the factory recommendations taking into account all other local site conditions not originally noted to the factory. The unit must be operated and maintained in accordance with the Factory recommendations and original design conditions. Failure to provide such proof of the above may void warranty.

## LABOR TRANSPORTATION & INSPECTION

The Company will repair or replace any product or part thereof which in the Companies judgment is proved to be not as warranted. Labor costs are not covered under warranty.

All costs of transportation of product, labor or parts claimed not to be as warranted and, of repaired or replaced parts to or from factory shall be borne by purchaser. The Company may require the return of any part claimed not to be as warranted to one of its facilities as designated by the Company, transportation prepaid by Purchaser, to establish a claim under this warranty.

Replacement parts provided under the terms of the warranty are warranted for the remainder of the Warranty Period of the product upon which installed to the same extent as if such parts were original components.

## DISCLAIMER

THE FOREGOING WARRANTY IS EXCLUSIVE AND IT IS EXPRESSLY AGREED THAT, EXCEPT AS TO TITLE, THE COMPANY MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED OR STATUTORY, INCLUDING ANY IMPLIED WARRANTY OR MERCHANTABILITY.

THE REMEDY PROVIDED UNDER THIS WARRANTY SHALL BE THE SOLE, EXCLUSIVE AND ONLY REMEDY AVAILABLE TO THE PURCHASER AND IN NO CASE SHALL THE COMPANY BE SUBJECT TO ANY OTHER OBLIGATIONS OR LIABILITIES. UNDER NO CIRCUMSTANCES SHALL THE COMPANY BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, EXPENSES, LOSSES OR DELAYS HOWSOEVER CAUSED.

No statement, representation, agreement, or understanding, oral or written, made by any agent, distributor, representative or employee of the Company which is not contained in this Warranty will be binding upon the company unless made in writing and executed by an officer of the Company.

This warranty shall not be effective as to any claim which is not presented within 30 days after the date upon which the product is claimed not to have been as warranted. Any action for breach of this warranty must be commenced within one year after the date upon which the cause of action occurred.

Any adjustment made pursuant to this warranty shall not be construed as an admission by the Company that any product was not as warranted.

## PROMPT DISPOSITION & RETURNS POLICY

The Company will make a good faith effort for prompt correction or other adjustment with respect to any product, which proves to be defective within the warranty period. Before returning any product, write or call the distributor, agent or authorized company from which the product was purchased, describing defect and giving date and number of original invoice, a well as proof of Factory supplied consumables and proof of scheduled maintenance. No products will be accepted for return without the Company issuing a "Returned Goods Authorization" (RGA) to the Purchaser and unless accompanied by a properly authorized RGA request form initiated by the Purchaser. Return freight must be prepaid and each returned product must have the RGA number clearly marked on the product. Title and risk of loss pass to buyer upon delivery to the common carrier.

## PRODUCT SUITABILITY

Many States, Localities and Countries have codes and regulations governing sales, construction, installation, and/or use of products for certain purposes, which may vary from those in neighboring areas. While General Air Products, Inc. attempts to assure that its products comply with such codes, it cannot guarantee compliance, and cannot be responsible for how the product is installed or used? Before purchase and use of a product, please review the product application, and national and local codes and regulations, and be sure that the product, installation, and use will comply with them.

### **General Air Products, Inc.**

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