
SOLEX LIMITED WARRANTY POLICY

Goods distributed by SOLEX CORPORATION are guaranteed to the extent of the written warranty of each manufacturer from whom we buy.

Warranty card come with most of the equipment we distribute. They should be returned promptly to register the equipment for any warranty consideration which may become necessary. Every effort is made to handle warranty requests promptly.

PROCEDURE FOR REQUESTING WARRANTY CONSIDERATION

When you wish to request warranty consideration for anything purchased from SOLEX, proceed as follows:

- I. Notify us of the nature of the failure with the manufacturer's name and a full description of the equipment, its serial number and SOLEX invoice number for the equipment, and any other pertinent facts. Write or fax:
Claims Department
Solex Corporation
P.O. Box 490
Dixon, California 95620
Fax:
(707) 678-9788
- II. When we receive the request, we will send the proper warranty form. Some of our suppliers provide forms expressly for their products; others accept a standard form which we supply.
- III. Complete the warranty form in detail, and return it to the above address.
- IV. When the form reaches SOLEX, we may ask that you send for inspection the part(s) or component(s) which failed. In this case, we will send shipping instructions and a special shipping tag to be used in addressing the shipment. The tag may ask that the shipment be made to our SOLEX warehouse or, in some cases, to the supplier.

Shipment must be prepaid.

Unless we ask to return failed parts, always keep them until the warranty claim is settled; in some cases, we may arrange for inspection at your place of business.

- V. When parts and/or machine components are received and inspected, we will notify you whether warranty replacement, adjustment or credit has been approved.
- VI. Warranty Labor charges
Even though some short line manufacturers do not pay any labor on warranty, Solex has always tried to help its dealers cope with the cost of warranty labor.
Solex recognizes that it is in the best interests to both distributor and dealer to have an established labor rate on warranty; therefore, Solex agrees to pay \$60 per hour for a reasonable number of hours on warranty claims.
Solex will not pay for:
 1. Travel time.
 2. Handling charges
 3. Steam cleaning or power washing.
 4. Lubricants or miscellaneous items

RETURNED MERCHANDISE

Merchandise may be returned to SOLEX CORPORATION ONLY UNDER THE FOLLOWING CONDITIONS:

- I. Permission must be obtained in writing from our office before goods may be returned.
 - a. A SOLEX "Returned Merchandise Authorization" form and a shipping tag will be sent to the customer if the return of merchandise is approved.
NOTE: Merchandise will be accepted by SOLEX only if accompanied by the Returned Merchandise Authorization and tagged with the provided shipping tag.
- II. All returned merchandise must be prepaid to the point designated, Dixon, California or the factory. The return authorization form will specify to which location the merchandise is to be shipped. If return results from a shipping error made by SOLEX, credit will be issued for freight charges upon receipt of a paid freight bill.
- III. The following handling charges will apply on all returned goods:
 - a. A handling charge for reconditioning, reboxing, repainting, and restocking will be charged on returned goods.
 - b. Merchandise returned which was shipped in error by SOLEX.
 1. No charge if returned within 30 days of original shipping date.
 2. No credit will be issued on merchandise returned after 30 days from the original shipping date.
 - c. Merchandise which was ordered in error:
 1. 15% handling charges if returned within 30 days of original shipping date.
 2. No credit will be issued on merchandise returned after 30 days from the original shipping date.
 - d. No return privileges will be granted on merchandise specially ordered from any factory when such merchandise is not regularly stocked by SOLEX nor included in the SOLEX catalog.

IV. ALL INVOICES FOR MERCHANDISE PENDING RETURN AUTHORIZATION SHALL BE PAID.
