

Sure Flow Equipment Inc. – Limited Warranty

All products are warranted to be free of defects in material and workmanship for a period of one year from the date of shipment, subject to below. **All custom products are not subject to return, credit or refund.**

If the purchaser believes a product to be defective, the purchaser shall:

(a) Notify the manufacturer **within ten(10) days after receipt of merchandise**, state the alleged defect and request permission to return the product. Merchandise will not be accepted for return without a "Return Code" clearly marked on the outside of the package. Contact the office to obtain a return code. **Merchandise will not be accepted for return or credit later than six (6) months after invoicing.**

(b) If permission is given, return the product with the transportation prepaid. Collect shipments will not be accepted. Goods must be returned **prepaid.**

If a shipment is received in a damaged or deficient condition, a claim must be filed with the delivering carrier and noted on the freight bill before you accept the merchandise. All other claims must be made in writing and received by Sure Flow Equipment Inc. within ten (10) days after receipt of merchandise.

If the product is accepted for return and found to be defective, the manufacturer will, at its discretion, either repair or replace the product, F.O.B. factory, within 60 days of receipt, or issue credit for the purchase price.

Sure Flow Equipment Inc. shall not be liable for failure to deliver or delays in delivering occasioned by acts of God, war, labor difficulties, inability to obtain materials or any other causes whatsoever beyond our control.

Other than to repair, replace or credit as described above, purchaser agrees that manufacturer shall not be liable for any loss, costs, expenses, or damages of any kind arising out of the product, its use, installation or replacements, labeling, instructions, information or technical data of any kind, description of product use, sample or model, warnings or lack of any of the foregoing.

NO OTHER WARRANTIES, WRITTEN OR ORAL, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY, ARE MADE OR AUTHORIZED. NO AFFIRMATION OF ACT, PROMISE, DESCRIPTION OF PRODUCT OR USE OR SAMPLE OR MODEL SHALL CREATE ANY WARRANTY FROM MANUFACTURER, UNLESS SIGNED BY THE PRESIDENT OF MANUFACTURER.

CANCELLATIONS:Cancelled orders will be subject to a charge of at least 35%.

Cancelled custom orders will be subject to a charge of 100% of quoted price.

MINIMUM BILLING: \$100.00 NET

SPECIAL DOCUMENTATION:A charge will apply for non-standard, special documentation requests such as Material Test Reports (MTR's) and Certificates of Conformance (COC's).