



WARRANTY AND RETURNED GOODS PROCEDURES

- 1A Warranty Policy Statement is packed with each dryer supplied by COMAC.
- 2In essence, COMAC warrants to the consumer that its products are free of defects in either material or workmanship. If, during the warranty period following a purchase, a consumer finds that a COMAC supplied dryer is defective, we will replace the components causing the problem at no charge.
- 3In every case of goods being returned whether for warranty claims or otherwise, a Returned Goods Authorization number (R.G.A. No.) MUST first be obtained from COMAC. This R.G.A. system allows us to properly track and document each return and assure that the necessary follow-up is done. Returned Goods which do not have an authorized R.G.A. number will not be accepted by COMAC.
- 4Warranty only covers defects. It does not cover wear and tear. It does not cover misuse or abuse. It does not cover transportation or freight costs or any labor charges associated with a repair. Our warranty policy, if properly explained by the distributor, will provide the purchaser with the deserved protection without the problems of misunderstanding.
- 5Warranty requires that the purchaser with a defective dryer or component return it, prepaid, to COMAC or one of its authorized distributors. If, upon examination, the product is found to be defective within the warranty period, the faulty parts will be repaired or replaced without cost.

In the case of complete dryer repairs, however, labor will be chargeable. Every effort will be made by COMAC or its distributor to make such repairs as quickly as possible. The product will be returned to the purchaser on a freight collect basis.

- 6As part of the agreement with COMAC, the distributor will deal with the customers in his market on warranty issues. The distributor must obtain the following information prior to making a warranty claim: Dryer model and voltage, serial number, date of purchase and exact nature of the problem. All of this information is necessary if COMAC is to make a proper assessment of the claim. If the claim is judged by COMAC to be valid, COMAC will send the correct replacement part and/or issue a return goods authorization for the return of the defective part. Please note that all replacement parts sent to a Distributor or his customer will be invoiced by COMAC. When the defective component or dryer is returned to COMAC along with the R.G.A. number, the appropriate credits will be issued. The distributor may ask Comac to deal with his customer directly to expedite the situation by supplying the customer coordinates to Comac.
 - 7Return of goods, other than Warranty claims, will only be allowed if the distributor receives prior R.G.A. authorization from COMAC. In any such case, contact the head office of COMAC and give full details about the product in question and the reason you wish to return it.
 - 8A fifteen per cent restocking charge will apply to all "non warranty" returned goods, except for goods shipped by COMAC in error. COMAC will only accept authorized returns that are shipped prepaid.
 - 9All products are shipped F.O.B. our nearest U.S. warehouse or our Brossard warehouse. Any claim for damage in transit must be made by the distributor to the carrier.
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