Products for Indoor Air Quality and Control

CARNES COMPANY 448 South Main St., Verona, WI 53593, Phone 608-845-6411, Fax 608-845-6470, carnes@carnes.com

Carnes Warranty and Replacement Policy and Procedure

WARRANTIES

Seller warrants products manufactured by it and supplied hereunder to be free from defects in materials and workmanship under normal use and proper maintenance for a period of twelve months from date of shipment. If within such period any such products shall be proved to Seller's reasonable satisfaction to be defective, such products shall be repaired or replaced at Seller's option. Seller's obligation and Buyer's exclusive remedy hereunder shall be limited to such repair and replacement and shall be conditioned upon Seller's receiving written notice of any alleged defects no later than 10 days after its discovery within the warranty period and, at Seller's option, the return of such products to Seller, f.o.b. its factory, when such return is feasible. Seller reserves the right to satisfy its warranty obligation in full by reimbursing Buyer for all payments it makes hereunder, and Buyer shall thereupon return the products to Seller. Seller shall have the right to remedy such defects. THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS AND IMPLIED WARRANTIES (EXCEPT TO TITLE) INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, PERFORMANCE, OR OTHERWISE, and in no event shall the Seller be liable for claims (based upon breach of express or implied warranty, negligence, product liability, or otherwise) for any other damages, whether direct, immediate, incidental, foreseeable, consequential, or special.

RETURNS AND REPLACEMENTS

In the event of a unit(s) or part(s) failure, please contact The Carnes Company to obtain a Return Material Authorization (RMA) number. If the product is still under warranty, then the Carnes Company will repair or provide a replacement part(s) to customer in accordance with the warranty policy. The replacement unit(s) or part(s) may be refurbished, at the option of the Carnes Company.

All returned material must have a valid Carnes Company RMA number. This number is necessary to ensure proper tracking and handling of returned material at the factory. Do not return any hardware until a Carnes Company RMA has been issued. Carnes Company reserves the right to refuse shipments that do not have an authorized RMA number. Refused shipments will be returned to the shipper via collect freight. The RMA Returns Policy requires customers to return the defective parts to Carnes Company within the designated business days of receipt of the replacement part(s) or unit(s), or be billed for the part(s) or unit(s) at full purchase price.

For part(s) or unit(s) that is determined defective, the Carnes Company will provide an expedited replacement of the affected part(s) or unit(s). Replacement part(s) or unit(s) will be made available for shipment from the Carnes Company manufacturing facility typically within two (2) business day of RMA issuance. The defective part(s) or unit(s) must be shipped back to the Carnes Company within 10 days after the issuance of the RMA or the customer will be invoiced the full purchase price of the replacement part(s). Customers should allow for additional transit and custom clearance time if international customs clearance is required. The Carnes Company can assist the customer in facilitating the return of a defective or failed part(s) or unit(s). Please do not send a part(s) or unit(s) back to the Carnes Company unless instructed by a Carnes Company authorized representative.

RETURN TO FACTORY REPAIR

All claims filed for part(s) or unit(s) that fail (under warranty, not under a maintenance contract) will be repaired or replaced at the sole discretion of the Carnes Company. Please refer to the RMA return instructions to ship the part(s) or unit(s) back to the Carnes Company.

Please do not return any part(s) or Unit(s) back to the Carnes Company without a valid and authorized Return Material Authorization (RMA) number.

WHEN REQUESTING AN RMA, PLEASE PROVIDE THE FOLLOWING INFORMATION:
Wendy Bansley wbansley@carnes.com

- ➢ **Product model number(s) for the defective part(s) or unit(s).**
- ➢ **Product serial number(s) for the defective unit(s)**
- ➢ **Carnes Company order number or invoice number that was shipped with the part(s).**
- ➢ **A written description (provide photos if applicable) of failure and troubleshooting performed to identify or isolate the cause.**
- ➢ **Customer ship-to address.**
- ➢ **Sales representative office and sales person's name.**
- ➢ **Sales representative phone and e-mail.**

If you are the end user/customer of any failed or defective Carnes Company product(s), please contact the company/person you purchased the Carnes Company product(s) from and provide them with the above listed information.

CARNES®

Warranty, Return & Replacement Policy and Procedure Form

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Carnes Warranty, Return, or Replacement Information

➢ **Product model number(s) for the defective part(s) or unit(s).**
➢ **Product serial number(s) for the defective unit(s)**
➢ **Carnes Company order number or invoice number that was shipped with the product(s) or part(s).**
➢ **Sales representative office and sales person's name.**
➢ **Sales representative phone and e-mail.**
➢ **Customer ship-to address.**
➢ **A written description (provide photos if applicable) of failure and troubleshooting performed to identify or isolate the cause.**

Warranty, Return, or Replacement (Product or Part Information)

Model Number*   **Serial Number***

Carnes Invoice Number   **Purchase Order Number**

Sales Representative Information

Office*:   **Name*:**   **Email*:**

Ship-to Address Information

Address*:

City*:   **State*:**   **Zip*:**

A written description of failure and troubleshooting performed to identify or isolate the cause (Attach Photos if necessary)*.