

# **General Pattern Material Return Policy**



## **WARRANTY**

General Pattern warrants to the original buyer, that its parts have been made according to the specification submitted by the purchaser and that the parts will be free from defects due to poor workmanship and defective materials under normal use.

### **Conditions for Returning Goods**

- A.** General Pattern is notified in writing of the defect within 30 days from the date of shipment.
- B.** General Pattern is permitted to inspect the parts prior to the parts being altered by buyer.
- C.** The defects are not the result of buyer's misuse, neglect, repair or improper installation or freight damage.
- D.** The buyer prepays the transportation charges for the parts return.
- E.** All returned goods must have a General Pattern RMA number clearly visible on the box & packing slip.
- F.** Destruction costs arising for "scrap on site" are not the responsibility of General Pattern.

Failure to meet the above conditions when returning goods will result in an immediate credit hold. Our receiving department will reject all shipments which do not meet the above conditions.

### **Returned Material Options**

General Pattern's obligation under the above warranty is strictly limited to:

- A. Repair**
- B. Replace**
- C. Issue credit for defective part**

General Pattern may choose at its absolute discretion to select any of the above, provided the customer has met the conditions for an authorized return.

### **Claims Limit**

\*\*The maximum claims for damages for breach of warranty (including labor, further processing costs & service failures) may not exceed the original purchase price of the defective part.\*\*

### **Limits of Liability**

In no event shall General Pattern be liable for and the buyer hereby accepts all risks and liability for consequential and special damages or for expenses which may arise in connection with such products or parts. General Pattern assumes no obligation or liability for and the buyer accepts full responsibility for the use of any advice or suggestions of the seller with regard to design, specifications or use of the parts. The term buyer as used in this warranty shall mean that a person to whom the product or parts are originally sold.