



***Mechanical and
Electrical Division***

WARRANTY / RETURN

GENERAL

All our products, including products assembled by Canimex, are covered by our warranty against defects in workmanship and materials for one (1) year from Canimex's invoice date. As to products which are found to be defective within the warranty period, Canimex's sole responsibility hereunder shall be to replace or repair, at its discretion, the defective parts, without charge to the customer. The customer will have to assume the transportation charges up to Canimex, in Drummondville (Quebec), Canada. Canimex shall not be liable for direct or indirect damages of any kind whatsoever, including but not limited to: all charges to have the product removed by its personnel or by a company hired by it, traveling expenses of its personnel or the personnel of a company engaged by it to remove the defective product of any equipment, storage fees of defective product, repair by others, delays of any kind whatsoever caused to the customer or to any of its customers, arising from a defect in its products.

This warranty shall not apply to any product which has been subject to misuse, misapplication, neglect (including but not limited to improper maintenance and storage), modification (including but not limited to the use of unauthorized parts or attachments), accident, improper installation, adjustment or repair. Improper lubrication, deterioration by chemical action and wear caused by the presence of abrasive materials and/or by common wear do not constitute a defect. Removal of the nameplate, when applicable, will void the warranty.

IMPORTANT NOTICE

All our products must be used only in the manner and for the purpose for which they were designed. It is important that correct procedures be followed. It is the customer or the ultimate customer's responsibility to request those specifications from Canimex. Canimex reserves the right to make modifications to design, drawings and specifications of its products, without prior notice.

RETURN OF DEFECTIVE PRODUCTS

Before returning a product to Canimex, the customer must complete the form previously sent to him by Canimex (P0002-FOR-002). Upon receipt and analysis of this form, if it deems appropriate, Canimex will provide a Return Good Authorization number (RGA) to the customer. The product must have been returned to Canimex within thirty (30) days from issuance of this number. After this period, the customer will have to contact Canimex to obtain a new RGA. This number must appear on all documents accompanying the product shipped to Canimex as well as on the boxes containing the product. Any product shipped to Canimex, without having previously received an RGA, may be returned to the customer at its own expense. After evaluation of the returned product, Canimex will inform the customer of the conclusion of this investigation and will either return it duly repaired to the customer, send a new one or issue a credit note for the defective product at the price originally paid. If no defect has been found or if, in Canimex's opinion, the defect is not covered by this warranty, the customer will be responsible for shipping costs for returning the product and/or no credit will be issued.

RETURN OF NON-DEFECTIVE PRODUCTS

No merchandise may be returned without Canimex's prior written consent. Moreover, only products that have been invoiced for less than one (1) year may potentially be returned to Canimex. An authorization number will then be given to the customer. This number must appear on all documents accompanying the returned goods, as well as on the boxes containing the products. The customer will be responsible for transportation charges from its plant up to Canimex's warehouse in Drummondville, Quebec, Canada. A 20% handling fee will be charged on any merchandise returned. Products made upon customer's specifications may not be returned.