

# ACRYLICO LLC – TERMS & CONDITIONS

## WARRANTY:

AcryliCo will guarantee its transparencies for a period of three years.

This warranty does NOT cover:

1. Damages resulting for misuse, negligence, accident, alterations and errors of seamanship.
2. Damages that occurred in production line such as deep scratches from tools, overspray or faulty installation.
3. Damages resulting from the use of unapproved chemicals while cleaning, resulting in crazing of the surface. Similarly, the use of adhesives while making and fitting weather covers.
4. Damages occurring during freight transit / transportation unless the damage is traceable to faulty packaging by AcryliCo.

## CLAIM POLICY:

AcryliCo follows major manufacturer's claim system. Upon receipt of the claim, AcryliCo initiates our QC4 Corrective / Preventive Action Request. This will serve as a Return to Vendor authorization, along with our UPS or freight instructions. At the same time, AcryliCo will issue a credit for the total amount of the damaged item/s. The credit can be issued on account or as a Check.

## RESOLUTION:

Upon examination of the claim, AcryliCo can:

- a. Accept the claim whereupon the customer must reorder the item since it has been credited,
- b. Disallow the claim whereupon the customer must reimburse the item at invoice price, or,
- c. Repair the item whereupon AcryliCo shall re-invoice the item. In all cases AcryliCo shall carry the cost of freight.

## FREIGHT POLICY:

All shipments are FOB Lantana, FL. The customer can instruct us to use a particular carrier or freight forwarder / bundler and AcryliCo will comply.

In those cases whereby AcryliCo's designated carriers are utilized, AcryliCo shall bill the customer accordingly at cost.

## RETURNS PROCEDURE:

All AcryliCo's products are built to order, therefore it serves no purpose to return an item without an RMA#, and as such a Returns Authorization Number is mandatory.

