



## Warranty Information

WE GUARANTEE YOU WILL BE SATISFIED WITH OUR PRODUCTS. We have always had a policy of replacement or refund if you are not satisfied. Protektive Pak wants you to be satisfied with each product we produce. We make every effort to see to it that our products are of the highest quality and meet all appropriate recognized industry standards. Since we cannot guarantee that all products are applicable to all situations and that the data we provide from many sources is reliable and accurate for all situations, our lawyers want you to know that ...

All statements, technical data, and recommendations contained herein are based upon tests we believe to be reliable. However, the accuracy or completeness thereof is not guaranteed. The proper and correct application of products and data is the responsibility of the user. The following is made in lieu of all warranties, expressed or implied:

Protektive Pak's only obligation shall be to replace such quantity of the product proved to be defective. Protektive Pak shall not be liable for any injury, loss, or damage, direct or consequential, arising out of the use of or the inability to use the product. Before using, users shall determine the suitability of the product for their intended use, and users assume all risk and liability whatsoever in connection therewith.

No statement or recommendation not contained herein shall have any force or effect unless embodied in a written agreement signed by authorized officers of Desco Industries, Inc.

### **Limited Warranty**

Protektive Pak expressly warrants that for a period of one (1) year from the date of purchase, Protektive Pak products will be free of defects in material (parts) and workmanship (labor). Within the warranty period, a unit will be tested, repaired or replaced at Protektive Pak's option, free of charge. Call our Customer Service Department at 909-627-2578 for a Return Material Authorization (RMA) and proper shipping instructions and address. Please include a copy of your original packing slip, invoice, or other proof of date of purchase. Any unit under warranty should be shipped prepaid to the Protektive Pak factory. Warranty replacements will take approximately two weeks. If your unit is out of warranty, call our Customer Service Department at 909-627-2578 for a Return Material Authorization (RMA) and proper shipping instructions and address. Protektive Pak will quote repair charges necessary to bring your unit up to factory standards.

**Warranty Exclusions**

THE FOREGOING EXPRESS WARRANTY IS MADE IN LIEU OF ALL OTHER PRODUCT WARRANTIES, EXPRESSED AND IMPLIED, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WHICH ARE SPECIFICALLY DISCLAIMED. The express warranty will not apply to defects or damage due to accidents, neglect, misuse, alterations, operator error, or failure to properly maintain, clean or repair products.

**Limit of Liability**

In no event will Protektive Pak or any seller be responsible or liable for any injury, loss or damage, direct or consequential, arising out of the use of or the inability to use the product. Before using, users shall determine the suitability of the product for their intended use, and users assume all risk and liability whatsoever in connection therewith.

**F.O.B. Point**

Unless embodied in a written agreement signed by authorized officers of Desco Industries, Inc., the F.O.B. point for all products purchased from Protektive Pak will be the F.O.B. factory.

**OUT OF WARRANTY REPAIRS**

Field repair or unauthorized tampering of Protektive Pak brand products is not recommended and will nullify any and all warranties provided by DII. All Protektive Pak items to be repaired must be returned to the location referenced by DII. Protektive Pak will quote repair cost upon receipt and inspection of product. Repaired product will include a 90-day warranty. A Return Merchandise Authorization number (RMA#) must be obtained from Protektive Pak for out of warranty repairs. A copy of the RMA must accompany the shipment. The RMA number must appear on the outside of returned cartons, and Protektive Pak has the right to refuse all return shipments which do not bear the RMA number or which are shipped freight collect. Customer is responsible for all freight and transportation charges.