

## **WARRANTY POLICY;**

Tulmar Safety Systems warrants that our products will be free from manufacturing defects for a period of twelve (12) months from date of purchase. The defective product(s) will be repaired or replaced as per the definitions and guidelines noted herein.

## **PROCEDURE FOR REPORTING DEFECTIVE PRODUCT**

- *Report of defective product:*

Report of defective product must be done within the warranty period. It is very important that the client provides as much detail as possible in describing the problem.

- *Report investigation:*

Upon notification of defective product, Tulmar will launch an internal investigation into the claim and, under normal circumstances, report back to the client within three business days.

- *Return of product:*

In the event the product is found to be defective due to a manufacturing process Tulmar will, upon its sole discretion, replace or repair the defective components. The timeline for replacement will be advised by Tulmar.

- *Shipping of defective product:*

Tulmar will return the replacement product to the same destination as per the client's original order, on a carrier and service of Tulmar's choice.

## **DAMAGE TO THE PRODUCT THAT OCCURS DURING SHIPPING**

Tulmar Safety Systems is not responsible for any damage that may occur to products after they leave our facility and, thus, such damage does not qualify as manufacturing defects. All claims for damaged or missing/lost products are to be made with the third party that transported the products from Tulmar.

Revised: Oct 17, 2019