



Standard Product Warranty and Disclaimer

Allen-Vanguard Corporation (AV) offers a limited one (1) year manufacturer's warranty on its products commencing from the date of delivery to its customer and/or in accordance with the mutually agreed INCO terms of any resultant commercial contract. The warranty is limited to defects in materials and workmanship and does not cover damage or abnormal wear and tear resulting from abuse, misuse, or accidental damage. The warranty also excludes normal wear and tear of disposable items which have an inherently shorter useful life than the one (1) year warranty period, or to operational damage due to exposure to blasts or other threats such as excessive abrasion or flames. Unauthorized repairs or alterations void the AV product warranty.

Products to be returned to the AV facility in Ottawa, Canada or to an authorized third party service center, are to be handled as per the Return Material Authorization (RMA) process. Customers must first contact AV to receive a RMA number which must then be placed in a clearly visible location on the outside of the packaging and on all applicable shipping documentation. Warranty returns received by AV or an authorized third party service center, without RMA numbers, will be immediately returned to the customer at their expense.

When returning products, customers have an obligation to ensure that such products are free from any hazardous contaminant, and of notifying AV prior to sending the product of any known or potential exposure that products may have been subjected to. AV shall evaluate the severity and risks associated with such products on a case-by-case basis, and holds the right to demand that such products be decontaminated prior to shipping to the factory, and/or refuse the return of products which are deemed to pose a health hazard.

During the warranty period, AV will be responsible for shipping charges to and from the AV facility in Ottawa, Canada, or an authorized third party service center, and pay for the costs to repair defects in product materials and workmanship. AV will warrant the repair work to the longer of: (i) the date of expiration of the original one (1) year warranty on the product; or (ii) sixty (60) days from the date the repaired product is delivered to the customer.

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CHANGE HISTORY

Issue	Summary of Change	Date
A	Standard Product Warranty and Disclaimer copied verbatim and in its entirety into a formally controlled document and standard template, assigned a document number and re-released at Issue A. Change history added.	18-Feb-20

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