



Warranty, Freight & Returns

Standard Limited Warranty: Smith-Blair, Inc. warrants its products to be free of defects in materials and workmanship for a period of one (1) year from the date of shipment by Smith-Blair, Inc. (the "Warranty Period"). Dated proof of purchase, such as a bill of sale, is required to establish warranty eligibility. If a product fails to perform due to a defect in materials or workmanship during the Warranty Period, Smith-Blair, Inc. will repair or, at Smith-Blair, Inc.'s option, replace the product with the same or comparable item. In the event that the product cannot be repaired and a suitable replacement item is not available, Smith-Blair, Inc. will refund the original purchase price shown on the proof of purchase. In all cases, the customer is responsible for returning the allegedly defective product to the factory or warehouse designated by Smith-Blair, Inc.

THIS LIMITED WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ANY EXPRESS OR IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR OTHER WARRANTY OF QUALITY, OR THOSE ARISING FROM A COURSE OF DEALING, CUSTOM, OR USAGE OF TRADE. THE REMEDIES PROVIDED IN THIS LIMITED WARRANTY STATEMENT ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES. IN NO EVENT SHALL SMITH-BLAIR, INC. BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY, AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Freight Policy: Freight will be prepaid and allowed on all orders of \$2,500 net or more. For orders less than \$2,500 net, shipping and handling will be charged to the customer. Add-ons must also be \$2,500 net or more for freight allowance. Shipping and handling will be added to shipments expedited at the customer's request. This policy is subject to change, based on market conditions.

Service Charge: All net orders below \$100 are subject to a \$20 service charge.

Return Policy: All non-catalog items are considered "non-returnable". For other catalog items to be considered, return requests must be submitted in writing and approved by Smith-Blair prior to returning material. Return evaluation for any catalog item will be based upon age of material (no older than one (1) year) from shipment date, on-hand inventory and demand for those items at the time of request. Upon approval, a Return Material Authorization (RMA) will be issued with applicable charges and terms and conditions of return. Approved items may be returned within a period of thirty (30) days after the issuance of an RMA. For proper credits to be applied, a copy of the RMA must accompany material.

- A. Material must be of current design.
- B. Material must be in 100% resalable condition or additional rework charges will apply. If total restocking and/or reworking charges exceed 50% of the product's initial price, the material should not be returned, as no credit will be allowed. Any material received requiring work exceeding 50% of the initial material value will be returned at the sender's expense or scrapped by Smith-Blair with no credit issued.
- C. Products that are engineered fabrications or special orders may not be returned.
- D. Returned material should be packaged securely. Multiple items should be packed in an organized manner. Be sure to include a copy of the RMA as the packing list. Material received which is not returned in this manner will be returned at the sender's expense.
- E. Shipments authorized to be returned COLLECT, but are returned PREPAID, should include a copy of the freight bill in order for credit to be issued. If Smith-Blair is to pay for a return, it will be charged to the account noted on the RMA. On material returned due to customer error, any original pre-paid and allowed outbound freight charge will be debited.
- F. Smith-Blair reserves the right to decline any return material where it is not covered by warranty.