



## WARRANTY RETURN GOODS POLICY

Burnaby Manufacturing Ltd. warrants that the product and components manufactured by Burnaby Manufacturing Ltd. will be free from defects in materials and workmanship. This limited warranty will be for two (2) years from the original date of purchase.

All requests to return product must be approved by our Return Goods Administrator, 1-604-877-1599, email: [info@bbymfg.com](mailto:info@bbymfg.com). A Returned Goods Authorization Form will be generated and must accompany all items being returned.

All products returned for warranty consideration are subject to the following conditions:

1. Only product purchased within the last twenty-four (24) months will be considered for warranty review. Credit, repair or replacement will only be issued to the purchaser. All product returned for warranty consideration will be shipped by customer's courier.
2. All products returned for warranty consideration will be performance tested. Product found to operate in accordance with our performance criteria may be subject to a performance test fee of \$5.00 to \$20.00 per item and invoiced according to our General Terms and Conditions of Sale.
  - a. Product that meets performance criteria will be returned to the customer subject to obtaining the customer's designated carrier account information for transportation billing purposes.
  - b. Product that does not meet performance criteria and is available for warranty claim will be credited or replaced at Burnaby Manufacturing Ltd. option and returned to the customer prepaid.
3. Product returned outside of the warranty period will be denied credit and handled in the following manner:
  - a. Burnaby Manufacturing Ltd. will notify customers of the product status and request disposition within thirty (30) days. The customer will have the option to request that the product be returned at their expense or that the product be scrapped.
  - b. Customers that request that the product be returned must agree to the following:
    - Product will be performance tested and subject to a performance test fee of \$5.00 to \$20.00 per item and invoiced accordingly subject to our General Terms and Conditions of Sale.
    - Product that meets our performance criteria will be returned to the customer subject to obtaining the customer's designated carrier account information for transportation billing purposes.
    - Product that does not meet our performance criteria will be scrapped.
  - c. If a customer does not respond to our request within thirty (30) days the product will automatically be scrapped.
4. All transportation costs associated with the return of product for warranty consideration, including but not limited to freight, taxes, duty and brokerage fees, will be the customer's expense.
  - a. If it is determined that the returned product is eligible for warranty credit, repair or replacement, transportation costs associated with the return of product to the customer will be paid by Burnaby Manufacturing Ltd.
5. Credit will be issued for all items that are found to qualify under warranty unless a no charge replacement is specifically requested.

Burnaby Manufacturing Ltd. will not cover product that has been damaged due to or resulting from shipment, and/or use not in accordance with specifications including, but not limited to, faulty installation, adjustments, repair, exposure to excessive pressure or temperature, exposure to moisture and/or corrosive chemicals, improper application, misuse or abuse, dropped, non-specified product or part modification or the negligence of others are not covered by the warranty and are not the responsibility of Burnaby Manufacturing Ltd.