



Product Warranty Guidelines for Distributors

Defective products that are in the field with a Jobber price of less than \$150.00 may be field scrapped. If you have the product in your stock, you can replace it to the customer and send us a listing of those product numbers, including the quantity and the customer's name and address. When feasible, we would appreciate your sending us a listing of a few such instances, rather than one-by-one. We can issue credit to your account and you can reorder it on your next PO. Alternatively, when you provide this information, rather than issuing you a credit, we can send you no charge replacements with your next order. You would have to include the items on the PO, showing \$0, with a note indicating that they are no charge replacements, per your separate listing.

If you do not have replacements for the defective product available, and the customer must have it immediately, please let us know and we will ship the replacement to you separately if absolutely necessary. Of course, whenever possible, it would be best if replacements are included with a pending PO.

At no time are products that are leaking returned to us. Any leakers are always field scrapped and replacement or credit will be handled as discussed above. However, for kits that contain leaking dyes, remove the leaking dye and field scrap it. Return the balance of the components, i.e. lamp, hardware, carrying case, etc. We will credit you for the price of the complete kit, based on the part number that is on the carrying case.

Defective products with a Jobber price greater than \$150.00 will need to be returned. Please request an RMA number from customer service and you will be given instructions for the return, so that no additional costs are incurred. In such instances, when contacting customer service, please be prepared to provide the part number(s) to be returned, quantity, the customer's name and address, as well as a description of the problem. A form is provided on the back.

Our return policy is limited to the replacement of the original purchase. No other liability, responsibility or warranty is expressed or implied including any regarding merchantability or fitness for a particular purpose.

Please let us know if you have any questions regarding our policy. Of course, we will try to work with you when exceptions are appropriate and necessary. Please use the form on the back of this page.

Merithian Products Corp.
9-300 Supertest Road
Toronto, ON M3J 2M2
email: orders@merithian.com

www.merithian.com
Tel: (905) 669-0570 Fax: (905) 669-1598
Outside Toronto area call: 1-800-920-8823
Toll free fax: 1-877-788-1388



WARRANTY CLAIM

For authorization and instructions please complete the following and fax toll free to 1-877-788-1388. A response will be issued within 2 business days.

Today's date: _____ Date purchased: _____
dd/mm/yy dd/mm/yy

Submitted by: _____ (Contact)

_____ (Company)

_____ (Address)

_____ (Address)

Fax: _____ Phone: _____

Model # _____ Qty # _____

Problem _____

Please circle action requested: credit replacement

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Instructions to be completed by Merithian Products Corp. and faxed or emailed back:

**9-300 Supertest Road,
Toronto, ON, Canada M3J 2M2
Tel: 905-669-0570 Fax: 905-669-1598**

**orders@merithian.com
www.merithian.com**