

SAFTRON Return Material Authorization (RMA) Request Form (Page 1)

PLEASE COMPLETE ALL INFORMATION REQUESTED AND SUBMIT BY FAX TO: 305-251-8826. DO NOT RETURN ANY MERCHANDISE UNTIL A RETURN HAS BEEN APPROVED AND AN RMA NUMBER ISSUED. UNAUTHORIZED RETURNS ARE NOT BE ELIGIBLE FOR REPAIR OR REPLACEMENT UNDER WARRANTY.

WARRANTY

SAFTRON warrants for a period of five years from the date of delivery to the original consumer purchaser, that SAFTRON rails, railings and ladders shall be free from defects in workmanship or material under normal use. SAFTRON at its option shall repair or replace free of charge any part found to be defective in workmanship or material. This warranty does not cover normal wear, damages incurred during shipment, damages due to accident, misuse, abuse, negligence, improper installation or improper maintenance. The weight load limit on ladders and steps shall not exceed 275 Lbs. SAFTRON will not be liable for incidental or consequential damages resulting from defects in workmanship or material and shall in no event be liable for any amount in excess of the total paid to Safftron by the original purchaser for the defective product. Some States/Countries do not allow the exclusion or limitation of incidental or consequential damages, so the foregoing limitations or exclusions may not apply. Purchaser assumes sole responsibility to file claims against carrier for damages incurred in transit when merchandise is shipped "freight collect" and when freight charges are billed to purchaser's account with carrier. Merchandise damaged during "prepaid" shipments, or shipments billed to SAFTRON'S account with a carrier will be replaced by SAFTRON provided purchaser files the appropriate claim forms in a timely manner with the carrier and submits copies to Safftron within 5 working days of receiving the damaged merchandise. Unless otherwise authorized, all returns must be shipped freight prepaid, complete, and suitably protected in their original packaging. Return requests for purchases made through distributors must include a copy of the distributor's invoice. This warranty gives the claimant specific legal rights. The provisions of this warranty are in addition to, and not a modification of, or a subtraction from, the statutory warranties and other rights and remedies contained in applicable local legislation. Return approvals or rejections will be notified by means of this document returned via FAX with details completed on page 2.

Date: ____ / ____ / ____ **Company:** _____

Address: _____ **City:** _____ **State:** ____ **Zip:** _____

Ship-to (Co. Name): _____

Phone: _____ **FAX:** _____

Purchased under P.O. #: _____ **Dated:** ____ / ____ / ____

Received under Invoice Nr. _____ **Dated:** ____ / ____ / ____
 (Include copy of invoice if not purchased directly from Safftron Pool Rails & Railings)

Items for which a return authorization is being requested:

QUANTIT Y	ITEM P/N	COLOR	REASON FOR RETURN

Attach additional sheet(s) if necessary.

I certify that the above declarations are true and correct to the best of my knowledge.

RMA Requested By: _____ **Signature:** _____
 (Print Name)

Safron Return Material Authorization (RMA) Form (Page 2)

FOR OFFICE USE ONLY - DO NOT WRITE BELOW THIS LINE:

RMA REQUEST RECEIVED BY:		DATE:	
	YES	NO	COMMENTS
INVOICE VERIFIED:	<input type="checkbox"/>	<input type="checkbox"/>	
CLAIM COVERED:	<input type="checkbox"/>	<input type="checkbox"/>	
RMA APPROVED:	<input type="checkbox"/>	<input type="checkbox"/>	RMA NUMBER:

<input type="checkbox"/> RMA has been approved. Subject to confirmation of the above claims upon receipt and inspection, a replacement will be sent at no charge. Return the listed items, freight prepaid, complete and in their original packaging to the address marked below. Mark all packages with the above RMA number.	
<input type="checkbox"/> <p style="text-align: center;">Safron Pool Rails & Railings 12395 SW 130th Street – Suite 106 Miami, Florida 33186 – USA <hr style="width: 80%; margin: 0 auto;"/><i>(Mark all cartons with RMA Number)</i> Tel. 305-233-5511</p>	<input type="checkbox"/> <p style="text-align: center;">Safron by FeherGuard Products Ltd., 821 Main Street East Milton, Ontario CANADA L9T 3Z3 <hr style="width: 80%; margin: 0 auto;"/><i>(Mark all cartons with RMA Number)</i> Tel. 905-876-4766</p>

<input type="checkbox"/>	RMA <u>has NOT</u> been approved for the following reason(s):

RECEIVING REPORT

RETURN INSPECTED BY:		DATE:	
	YES	NO	COMMENTS
ITEMS RECEIVED COMPLETE:	<input type="checkbox"/>	<input type="checkbox"/>	
SUITABLE PACKAGING:	<input type="checkbox"/>	<input type="checkbox"/>	
WARRANTY CLAIM SUBSTANTIATED:	<input type="checkbox"/>	<input type="checkbox"/>	
REPLACEMENT TO BE SENT:	<input type="checkbox"/>	<input type="checkbox"/>	NO CHG. INVOICE NBR:
SPECIAL INSTRUCTIONS:			