



RETURNS

Distributors wishing to return merchandise must first fill out and submit a **Return Merchandise Authorization (RMA)** form to Kubinec Strapping Solutions, Inc. for approval. Several conditions must be met prior to authorization being granted and are as follows.

1. Distributors must be in good credit standing. This means there are no aging invoices in the prior six month period.
2. Distributors may be allowed to return inventory items prior to six (6) months from initial order date. This would be limited to fast-moving products as identified by Kubinec® Strapping Inc.
3. A stock replacement order for twice the original stock order value is required to obtain a waiver of 15% restocking charge. All Return shipments are to be prepaid by the distributor.
4. A stock replacement order for the same value to the original stock order value is required with a 15% restocking charge applicable. Return shipments are to be prepaid by the distributor.
5. All returned goods are to be inspected and judged to be in saleable condition. Goods must be returned in their original packaging. Products that have to be repackaged will not be given credit. Kubinec Strapping Solutions, Inc. accounting department will issue final credit note as per standard accounting practices.

SPECIAL ORDER(S) OR CUSTOMER PRINTED STRAPPING

These products are considered to be Distributor/Customer specific and cannot be sold otherwise and therefore are considered non-returnable. All products that have specific distributor/customer branding are non returnable and considered sold upon receipt of Purchase Order. Custom Orders may not be canceled once Purchase Order has been received by KSS.

DEVIATED PRICING

All requests for deviated pricing from contracted pricing will be considered FINAL sales and Non-Returnable upon delivery of said goods.

WARRANTY – PRODUCT LIMITED WARRANTY INFORMATION

Kubinec Strapping Solutions, Inc. products are warranted for a period of thirty (30) days, unless otherwise specified, from the date of shipment to be free from defects in material or workmanship. Any products found to be defective in material or workmanship within the warranty period will be repaired or replaced.

This warranty does not extend to any product, which has been subjected to misuse, abuse, accident, negligence, exposure to the elements or chemicals, alteration or unauthorized repair.

Upon notification that a product has been found to be defective, Kubinec Strapping Solutions, Inc. will advise to which location the product should be returned via freight prepaid.

This limited warranty is in lieu of all other warranties expressed or implied, including but not limited to any implied warranty of merchantability or fitness for any particular purpose. In no event will the company be liable for any injury, special, indirect or consequential damages or loss of vehicle, cargo or profits.

TOOL WARRANTY

1. All tools are backed by a factory warranty against defects in design, materials, or workmanship for a specified period. Contact Customer Service for details on a specific tool. Proof of purchase must be presented with tool for warranty repair.
2. Defective tools (or parts) must be returned to a Kubinec Repair Facility before any warranty claim will be considered. All returns must have Kubinec Strapping Solutions, Inc. approval prior to the return and must be shipped back freight prepaid. (See RMA Policy).
3. Kubinec Strapping Solutions, Inc. will make the decision whether to replace or repair defective tools.

TOOL REPAIR POLICY

1. Kubinec Strapping Solutions, Inc. will also repair tools no longer under warranty or tools that have been damaged by careless handling or lack of maintenance.
2. If you request an estimate prior to repair, you must submit the request in writing along with the tool. Otherwise all tools will be repaired and shipped back upon completion. If the repair is to cost more than half the value of the original tool, we will then contact you for approval.
3. All returned tools for repair must be accompanied by the following information:

- .. **Customer name**
- .. **Return authorization number (RMA Number)**
- .. **Return address**
- .. **Contact person with telephone and fax number clearly indicated**
- .. **Copy of the original invoice**
- .. **Serial number of the tool**

If you have questions regarding the information above please feel free to contact us at 1-866-EZ-STRAP