

GENERAL WARRANTY & KEY TERMS OF SUPPLY BY RUTGERSON MARIN AB

A) WARRANTY

1) PERIOD OF WARRANTY

Rutgerson Marin AB issues a general warranty time durable for three years against malfunction or breakage from the date of delivery.

2) WARRANTY COVERAGE

Products sold by Rutgerson Marin AB and in normal and customary use, are conditionally warranted against malfunction or breakage. The warranty does not cover:

- i) Defects or damage resulting from use of the product in other than its normal and customary manner;
- ii) Defects or damage from misuse, accident or neglect;
- iii) Defects from improper testing, operation, maintenance, installation, alteration, modification or adjustment;
- iv) Damage from unauthorized repair or alterations;
- v) Damage from corrosive materials, ultra violet degradation, wear or tear beyond the specification of the case or enclosure.

3) WARRANTY PROCEDURE OF SERVICE OR REPLACEMENT

Notice of a claim for defect, service or replacement covered by this limited warranty shall be made promptly and in writing to the local Rutgerson distributor that supplied the product or to Rutgerson Marin AB, Box 84, SE-442 19 Marstrand, SWEDEN. Products returned for service or replacement under this limited warranty must be assigned a valid RGA Return Goods Authorization number by Rutgerson Marin AB. Unidentified and unauthorized goods returned to Rutgerson Marin AB will NOT be approved or eligible for further investigation.

The customer is responsible for undertaking all expenses associated with transporting the goods to and from Rutgerson Marin AB or the local Rutgerson distributor that supplied the product. If the investigation of the product and the warranty claim reveals that the defect, malfunction or breakage is not covered by this limited warranty, the customer will be contacted and advised with respect to additional cost in conjunction with service or replacement.

For approved RGA goods, please send these together with assigned RGA documents to:

WARRANTY GOODS
Rutgerson Marin AB
Mjölkekilsgatan 21
SE-442 66 Marstrand
SWEDEN

B) PURCHASE ON APPROVAL

Rutgerson Marin AB issues a general purchase on approval period durable for 60 days after delivery. Products that are subject for return needs to be unused and delivered to Rutgerson Marin AB in their original packing and according to the procedure stated in section (A3) above. Returned products

will thereafter be subject to investigation and upon approval a 15% handling fee of the original purchase amount will be surcharged to all eventual credits.

For all customized or one-off items, purchase on approval does not apply.

C) SUPPLY

1) PACKING QUANTITY

Products are supplied in stated packing and minimum purchase quantities only. For supply in smaller and/or customized quantities, additional terms will apply. For further information about alternative supply conditions, please contact Rutgerson Marin AB.

2) DELIVERY TIME

All official delivery times endorsed by Rutgerson Marin AB are estimated and can be subject to changes. Rutgerson Marin AB is in the event of such related changes legislated to inform the customer.

3) UNANTICIPATED DEFECTS & DELAYS

Rutgerson Marin AB shall not be liable for unanticipated defects/delays, nor shall it be liable for any damage, whether direct or indirect, beyond the provisions set forth above or otherwise provided to customers under statutory law legislation. In connection with delivery of incorrect or defective goods, the customer must promptly submit a complaint to Rutgerson Marin AB.

D) DEFINITIONS

1) SAFE WORKING LOAD (SWL)

Is the maximum static and/or dynamic load at which the product will still function without excessive friction, distortion, wear or permanent deformation of its components. Above this load, systems may fail, moving parts may seize and stainless steel or plastic components may begin to bend, stretch or otherwise deform. SWL should never exceed 55% of the breaking load (BL), and should never be exceeded in use.

2) BREAKING LOAD (BL)

Is the load at, or around which, a major failure can be expected to occur to some part of the product's structure when new. Plastic components may split, rivets may give way, shackles may break and other metallic components may fracture. No product should be used at more than 55% of the breaking load.