

Integrated Paving Concepts Inc.

EQUIPMENT WARRANTY

Each new piece of IPC equipment comes with a one year warranty emphasizing our confidence in the quality and reliability of equipment sold by IPC.

Warranty conditions:

There are no warranties, express or implied, made by IPC on products manufactured, sold or distributed by it except the warranty against defects in materials and workmanship on new products to the original purchaser/distributor

IPC warrants its manufactured products to be free from defects in material and workmanship under normal and proper use for the periods specified below.

Our warranty covers all of our equipment except consumable items such as templates and finishing tools.

The warranty period is 12 months from the date of sale to purchaser/distributor.

Obtaining warranty:

Please call IPC's emergency technical support line, at 800.688.5652, to report any problems with your IPC equipment. Our technical support team will work with you to resolve any problem.

IPC's sole obligation under this warranty is to repair or replace, at the discretion of IPC, any part found to be defective in material or workmanship.

Replacement parts will be shipped free of charge. Upon request, defective parts must be returned to IPC within 30 days of the date the replacement parts were shipped. In this situation, replacement parts will be invoiced and shipped at the owners expense and will be credited upon the return, inspection and confirmation that parts are defective. Only parts accompanied by a Return Material Authorization form (RMA) will be received by IPC.

What's not covered?

Warranty does not apply to parts that have been subject to abuse, misuse and/or unauthorized repairs. Refer to Operating and Trouble Shooting manuals for clarity of proper use and maintenance of your equipment.

IPC shall not in any event be liable for any special indirect or consequential damages resulting from the use of IPC equipment.

IPC warranty does not apply to damages in shipping, for details on shipping claims please review the "Freight Delivery Information" below.

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FREIGHT DELIVERY INFORMATION

All of our products are sold FOB origin. The freight companies take responsibility for any damage that may happen to the shipment during transit and delivery and carries insurance should this happen. This applies to products shipped directly from our Surrey, BC location and from various Authorized Suppliers.

What does FOB mean? FOB stands for Freight on Board. When a purchase is made and the terms are FOB origin, it means the goods are the responsibility of the Buyer from the time the shipment leaves the originating facility to the Buyer's destination. Should the product get lost or damaged during transport, it is between the Buyer and the transportation company to settle it. Integrated Paving Concepts, to the best of our ability, will of course assist you and the carrier to settle a claim made.

The following are steps recommended by our freight companies and should be followed for **each** product delivery:

1. The receiver of goods should inspect each package thoroughly to ensure there is no packaging damage or missing goods while the driver is still present. A claim may be denied if proper notification of damage or missing product is not made. Check all labels to ensure they are yours and check the actual number of handling units.
2. Should there be obvious damage to the shipment or missing items, please note this in very specific terms on the driver's waybill.
3. After the driver has left, open the package immediately to check for *concealed* (there must not be any exterior damage) damage. If damage is found, leave the package as is and contact the freight carrier immediately and an inspector may come out to your facility. Taking pictures may also be useful.
4. Call IPC immediately so that a claim may be made as close as possible to the time of damage. We will initiate claims on your behalf, but we will need a copy of the waybill and an inspection report if one was performed and all information regarding damaged product.
5. Should the claim be approved, a credit will then be given to the Buyer for the amount approved.

If the preceding steps are not followed, IPC will not be held responsible for replacement or credit of damaged or missing product.

Should you have any questions, please do not hesitate to contact one of our Customer Service Representatives at (800) 688-5652.

****Please forward a copy of this to your Shipping/Receiving Department****