# **GENERAL INFORMATION**

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## **Limited Warranty:**

All of our goods are guaranteed only to extent of replacing, requiring or repairing any part that proves defective in workmanship or material, provided it is reported to us no later than 30 days after receipt of the part. No responsibility will be assumed for deterioration, wear or injury of parts which results from age, accident or abuse.

Except as expressly provided herein, Midland Metal Mfg. does not make any warranty or representation, express or implied, with respect to its products, including without limitation any implied or expressed warranty of merchantability or fitness for a particular purpose. In addition, under no circumstances shall Midland Metal Mfg. be liable for lost profits, lost savings or other consequential, incidental, special or indirect damages, or for acts of negligence that are not intentional or reckless in nature regardless of whether it has been advised of the possibility of such damages.

#### **California Customers:**

Midland Metal does not guarantee that all products meet California environmental laws or Proposition 65. It is the sole responsibility and liability of the Midland distributor to order products for use in California that complies with California laws.

## **Return Policy**

Unused NON-DEFECTIVE items in Midland packages with part numbers clearly identified and in resalable condition are subject to a 25% restocking charge and <u>must be returned within one year from invoice date</u>. Customer made or blanket ordered, special items are not returnable.

DEFECTIVE items, may be returned at Midland's discretion for credit or replacement. No cash refunds will be given. For a Return Goods Authorization (RGA) number before shipping product, please call Customer Service at 1-800-821-5725. NO returns of any type will be accepted without lot traceability and an RGA number. Returns must be received within 30 days of the issuance of the RGA number. Please have the following information on hand when calling for an RGA number:

• Customer Name

Account number

• Original purchase order number

• Invoice number

• Nature of problem

Credit will be issued within 30 days after returned product is received and if inspection and traceability requirements are met. Credit will be null and void after one year from date of issue and are good towards future purchases only. No cash refunds.

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