



Carmanah®

How to Make a Valid Warranty Claim

Carmanah must be notified in writing of any Warranty claim within 90 days after first evidence of non-compliance or the Warranty will be void. Written notification shall include date of non-compliance, location and use of Product, serial numbers, where and through whom the Product was purchased, and proof of purchase.

Carmanah is not responsible for providing access to the failed Product, including but not limited to retrieval and redeployment of Product, and disassembly and re-assembly of other product that is not Carmanah's.

Step 1: Prepare your documentation to speak to a Carmanah Customer Service Representative. Please be prepared to provide the Product serial or identification numbers, proof of purchase from Carmanah or an authorized Carmanah distributor as well details on the location and nature of failure. Obtain an RMA number (Return Materials Authorization number) from Carmanah Customer Service **prior** to returning any Carmanah Products. Carmanah reserves the right to refuse any items sent to Carmanah without an associated RMA number. To obtain an RMA number, please contact customerservice@Carmanah.com or Telephone (250) 380 0052 or Fax (250) 380 0062 worldwide - or Toll Free for US & Canada (1 877) 722 8877 or see our website www.Carmanah.com for contact information.

Step 2: After receiving an RMA number, please ship the product back to Carmanah as instructed. If possible, utilize the original shipping containers that came with your Product. If not, please utilize a shipping method that will as much as possible replicate your original packaging material. Carmanah will not assume responsibility for items that are damaged during shipping. Note that the RMA number provided to you must be displayed on the shipment as well as accompanying paperwork. As a reminder, you are responsible for shipping the product back to Carmanah and the associated costs. To prevent duty and taxes from being assessed on your returning Product from outside of Canada, please include on the commercial invoice and all shipping documentation "**CANADIAN GOODS RETURNING**". Failure to provide this may result in non-acceptance of shipment by Carmanah.

Step 3: Carmanah will review the Product and its method of failure to determine whether warranty coverage is applicable, and if so will provide for the repair, replacement or credit as applicable in the coverage of the Warranty outlined above.

Please note that Carmanah strives to resolve warranty issues as quickly as possible, but pending the nature and difficulty of assessing the failure, the process time may range to properly close. Please contact your Customer Service Representative if you are unsure as to the status of your warranty claim.

Where specific maintenance or storage procedures were required to assure Product performance, please be prepared to demonstrate that proper storage and maintenance procedures were followed. Please also note that Carmanah reserves the right to determine the cause for Product failure including examining patterns in Product usage, trends in Product failure, and to review the customer's documentation of installation, use, maintenance, storage procedures and test results. Assisting Carmanah as required in this process will help to ensure the true root cause for failure is determined to prevent future failures. If the customer fails or declines to provide adequate information to Carmanah, to enable Carmanah to assess whether the Product has failed or the cause of the Product failure, Carmanah reserves the right to decline to honour the warranty.

Step 4: If Carmanah determines that the Warranty is applicable, then:

Once your returning Carmanah Product has been received and qualified for warranty coverage, you will receive either the repaired or replaced Product, or credit towards the purchase of new Product in accordance with the applicable warranty and elections. Please note that if Carmanah is returning Product to you in accordance with this Warranty, that Carmanah will facilitate returns to the destination from the original sales order.

Step 5: If Carmanah determines that the Warranty is not applicable, then:

Your Product will be returned to you at your expense. Please note that you may be subject to a testing charge of 25% of the original invoice price together with any applicable taxes. If you would rather not have your Product returned, please speak to the Customer Service Representative about the proper disposal of your Product