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PRODUCT WARRANTY

INFORMATION

We strive to give you prompt warranty claim service. We are committed to processing your claim in a timely manner. In order to avoid delays, please read and submit all the necessary information.

Repairs / WARRANTY Disposition Requests.

All warranty claims are subject to review prior to credit being issued.

All Norton Clipper equipment is covered by warranty from the time of invoice for a period of one (1) year with the following exceptions:

- TC405 Hand-Held Tile Saw - 3 Months
- High Speed Cut-Off Saws - 6 Months
- CTC701 Tile Saw - 3 Months

To obtain authorization for a warranty claim, contact customer service at (800) 554-8003, you will need the equipment model number and serial number.

All warranty repairs should be done by a Norton Clipper Authorized Service Center or Distributor. The use of outside repair sources could result in a delay or denial of a warranty claim. Please contact customer service for any questions.

The use of aftermarket parts without pre-approval voids the warranty approval. If required, returned products should be carefully packaged and accompanied by a packing slip with a Quality Complaint Form (issued by customer service) and BOL (Bill of Lading).

Equipment Inspection Verification form procedure

Authorized Service Centers should use the Equipment Inspection Verification Form to help determine if the customer request fits the scope of a return or warranty claim. Authorized Service Centers personnel should complete the form with the help of the requesting customer. This form should be submitted to Customer Service for review to fax: (800) 443-1092. Service Centers should wait for declaration of action from Customer Service before service or a return takes place.

Replacement AND / OR Refund Of goods

Current stock inventory items returned are subject to a 10% restocking fee.

Non-stock inventory items, special order items and product over one year from the original invoice date will not be accepted without prior written approval from the regional sales manager.

All return products must be accompanied with an RGA (Return Goods Authorization) number assigned by Saint-Gobain

Abrasives, Inc. All unauthorized returns will not be accepted.

Any piece of equipment that is physically or cosmetically altered (i.e. distributor labels/decals, missing parts etc.) will be subject to an additional processing fee of \$50.00 in addition to total cost of replacement parts.

All products returned for replacement or refund should be in the original cartons and must be accompanied by a packing slip with the following information:

- Warranty Claim Form
- Your company name, address and account number
- List of items returned & reason(s) for return(s)
- Original invoice information for each item

If your claim includes a necessary return or exchange, the customer service representative will provide the return shipment location for product assigned to each Warranty Claim Form.

Shipment Location:

DCE (Distribution Center East)
Saint-Gobain Abrasives, Inc.
1001 Perry Road
Plainfield, IN 46168
317-837-0700

WARRANTY replacement parts procedure

Norton Distributor Authorized Service Centers

- Submit standard purchase order for warranty parts. Orders will be processed and invoiced. After warranty service has taken place the Authorized Service Center will submit the following documentation to Customer Service; Warranty Claim. Credit will be issued against warranty claim to account.

Non-Distributing Authorized Service Centers

- Submit standard purchase order for warranty parts. Orders will be processed and invoiced. After warranty service has taken place the Non-distributing Authorized Service Center will submit

the following documentation to Customer Service; Warranty Claim. A check will be issued to offset the warranty work.

Saint-Gobain Abrasives, Inc.
2770 West Washington Street
Stephenville, TX 76401-3798
Phone Toll Free:
1 (800) 554-8003
Fax Toll Free:
1 (800) 443-1092
www.nortonconstructionproducts.com

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.