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May Wes Manufacturing • C&A Pro Skis • Pride Assembly • Pride Engineered Plastics

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## Warranty and Return Policy

### Scope

These policies apply to all business units operating under the Pride Solutions, LLC company. Namely: May Wes Manufacturing, Pride Engineered Plastics, C&A Pro, and Pride Assembly.

### Returns

Merchandise returned for credit must be returned within 30 days of order receipt. All returns must be accompanied by an RTV (Return to Vendor) number issued by a Pride Solutions customer service representative at 1-800-788-6483. The RTV requires the invoice number or sales order number from the packing slip.

Pride Solutions is not responsible for freight charges and will assess a 25% restocking fee for all properly filled orders. In the event of an improperly filled order, the restocking fee is waived and Pride will pay freight.

Merchandise must be returned complete and unused, including hardware kits and instructions. Used, damaged, or marred merchandise which cannot be resold will not be accepted. The customer account will be credited the purchase price of the merchandise less the restocking fee and less any damages or impairment to the merchandise.

### Warranty

Pride Solutions warrants the product to be free of materials and workmanship defects which are apparent upon receipt and initial use of the product. Wear items such as liners, skid shoes, and bearings are guaranteed for a reasonable run time, not to exceed one year from the date of purchase. Warranty claims must be reported within 15 days of occurrence of defect.

Warranty does not cover damage from improper installation or unintended use of the product. Pride does not accept responsibility for any damages incurred on the equipment to which the product is applied. The warranty value is limited to the purchase price of the merchandise. No incidental, consequential, indirect losses or damages, express or implied, are covered.

A warranty claim must be processed with either return of the defective product or reasonable proof that the product failed. Items returned for warranty must be accompanied by a Return to Vendor (RTV) number obtainable from Pride Solutions customer service at 1-800-788-6483. Defective product will be replaced with same or better product. Account credit will be given where a reasonable replacement cannot be provided.