

Precautionary Statement

Kanaflex Corporation manufactures and distributes hose, ducting, and other products that conform to established specifications. These specifications are to be used as guidelines for the selection of hose to meet the specified criteria of each application. However, these established specifications are not intended to predict the performance of a Kanaflex product in any particular application.

Since application criteria vary, Kanaflex makes no recommendation of our products for use in a particular application. The distributor and final customer of the product should determine the acceptability of use of the product. Therefore, the distributor and customer will assume all responsibility regarding the proper selection and resultant success of Kanaflex products used for any application.

Claims

Kanaflex Claims Process

At Kanaflex, we strive to make our claims process as seamless and efficient as possible. Follow these steps to submit your claim:

1. Report Your Claim Immediately

All claims on Kanaflex products must be reported to Kanaflex immediately.

2. Submit Your Claim Online Submission

For a quick and convenient submission, visit KanaflexClaims.com. Complete the online form with the required information and upload any supporting documents.

3. Return of Product

Kanaflex will request the return of the entire product in question or sections of it. The returned product must be clearly labeled and sent to the attention of the Kanaflex staff member responsible for receipt of the claim information. Retain all additional products in question until a final determination is made regarding the claim.

4. Claim Review and Determination

Upon receipt of the requested material, Kanaflex will review the product to determine if it meets all requirements as stated within our WARRANTY. Notification of the claim determination will then be sent to the email provided in the claim form. Please note that in some cases, the exact cause of failure cannot be determined. However, Kanaflex may suggest possible causes to help prevent future failures.

Returned Goods Policy

The following guidelines must be met for acceptance of returned product:

- Contact Kanaflex Customer Service department at 847.634.6100 for return authorization.
- Product must have been purchased within the last 90 days.
- Only standard products, in standard lengths may be returned.
- Merchandise must be sent back freight prepaid.
- Merchandise must reach Kanaflex in good condition so that it may be resold. Damaged goods will be refused.
- Restocking fee will apply.