

Freight Issue/Return Policy

Please report all freight issues immediately or within 24-48 hours to our Kanaflex Customer Service Department at our main number (847) 634-6100.

****PLEASE DO NOT FAX DISCREPANCY REPORTS****

Please make sure at the time of the call you have the following information available:

- Your purchase order number
- An email and a phone number of person to contact
- Part number in question
- Marked POD with a driver signature.

Customer Return Policy

- Contact Kanaflex Customer Service department for return authorization
- Purchase date must be within 90 days
- Only standard products, in standard length may be returned
- Customer is responsible for freight
- Product must reach Kanaflex in good condition so that it may be resold. Damaged goods will be refused
- A 20% restocking fee will apply
- Discounts Do not apply to restocking fees
- No replacements for returns if customer error. Must place new PO.
- Must follow shipping instruction if provided by Kanaflex or we will not be responsible for freight charges
- For all returned product a picture must be provided to Kanaflex prior to shipping.
- ALL product returned to Kanaflex must be in resalable condition, unless otherwise approved by Kanaflex.

SHORTAGES

If the freight is short shipped:

- The customer must provide a signed POD with the shortage noted.

- Failure to sign for shortages, on the BOL or POD may result in denial of replacement or credit as our skids and Bill of lading contain warning labels.

DAMAGES

- If the freight is damaged:
- The customer must provide pictures of damage if possible.
- The customer must provide a signed POD with damage noted.
- If shipment is refused at time of delivery the customer must contact Kanaflex immediately.

REPLACEMENTS

FOR PREPAID SHIPMENTS

Kanaflex will contact their carrier to conduct a search. A replacement will not be issued until after 24-48 hours due to product may be found and delivered within that period of time.

FOR COLLECT / 3rd PARTY SHIPMENTS

- Customer must contact their carrier to conduct a search for lost or damaged items.
- No replacements will be issued. Must place a new PO.
- Kanaflex is not liable.

All replacements will ship at cost until product is received back at our facility.

All credits are subject for approval after reviewing all information and pictures provided. Kanaflex holds the right to deny credit if information is withheld and instructions provided are not followed. Kanaflex has warning labels on our pallets and bill of ladings. Please provide this document to your receiving department.

Warranty

Every KANAFLEX hose is thoroughly inspected and tested before leaving the factory and is warranted to be free from defects in material and workmanship at the time of shipment by Kanaflex. Should any trouble develop within ninety (90) days of the date of shipment, please notify the manufacturer and obtain a written authorization for return. If an inspection by the manufacturer shows the trouble to be caused by defects in material or workmanship, Kanaflex will replace such merchandise at no charge, freight prepaid.

This warranty shall not apply (1) in the event the hose has been abused or involved in an accident; (2) in the event of misuse (such as subjecting the hose to pressure beyond

rated capacity, exceeding minimum bending radius specifications or transfer of materials not recommended by the manufacturer); (3) in the event of damage caused by insects and/or rodents.

THIS WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY OF KANAFLEX AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED, IMPLIED, STATUTORY OR OTHERWISE CREATED UNDER APPLICABLE LAW INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL KANAFLEX BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR FOR LOSS OF PROFITS.