



#### **Product Limited Warranty Information**

USA Strapping, LLC is committed to quality and to continuous improvement. Our products are warranted for a period of thirty (30) days, unless otherwise specified, from the date of shipment to be free from defects in material or workmanship. Any products found to be defective in material or workmanship within the warranty period will be repaired or replaced.

This warranty does not extend to any product, which has been subjected to misuse, abuse, accident, negligence, exposure to the elements or chemicals, alteration or unauthorized repair.

Upon notification that a product has been found to be defective, USA Strapping, LLC will advise to which location the product should be returned via freight prepaid.

**THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. IN NO EVENT WILL THE COMPANY BE LIABLE FOR ANY INJURY, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES OR LOSS OF VEHICLE, CARGO OR PROFITS.**

#### **Return Merchandise Authorization**

Before merchandise can be returned and accepted for credit, the customer must call USA Strapping at (888) 768-0001 for a **Return Merchandise Authorization (RMA)** number. Merchandise must be in resalable condition for credit and there is a 20% restock charge associated with the return of all merchandise. All returnable goods are to be inspected and judged to be in sellable condition. Goods must be returned in their original carton packaging. USA Strapping, LLC. The accounting department will issue final credit as per standard accounting practices. All returned product must be accompanied by the following information:

- **Customer name**
- **Return authorization number (RMA Number)**
- **Return address**
- **Contact person with e-mail address, telephone and fax number clearly indicated**
- **Copy of the original invoice**
- **Serial number (when applicable)**

For further information, please contact our Customer Service Department at:  
**1-888-768-0001**

#### **Special Orders**

All special orders are considered FINAL upon receipt of either written or verbal purchase orders(s). Since these products are considered to be customer specific and cannot be sold otherwise, they are considered non-returnable. Products that have specific customer branding are not returnable. In certain situations where a goodwill gesture is appropriate, USA Strapping, LLC. Management may approve a specific return with a 50% restocking charge.

Return shipment is to be prepaid by the customer.

#### **Deviated Pricing**

All requests for deviated pricing from contracted pricing will be considered FINAL sales and non-returnable upon delivery of said goods.

**903 South Latson Road, Howell, Michigan 48843**  
**Office (888) 768-0001 – Fax (888) 588-6427**

**[www.USAstrap.com](http://www.USAstrap.com)**