

Giffin Warranty Claim Policy

1. To initiate a warranty claim the customer shall fill out the GIFFIN Warranty Support Request Form, replacing the current **Red Text** with the requested information.
 - a) Supply as much information as possible and return this form in its original Excel format to warranty@giffinusa.com.
 - b) Submit only one item per email.
 - c) *NOTE:* lack of, inaccurate, and/or incomplete information may delay the warranty process.
2. Upon completion of the warranty request form, Giffin shall send the customer a document which describes the process for return material. The customer may choose one of the methods below:
 - a) The customer assumes shipping charges to ship the failed component to Giffin Auburn Hills. **OR**
 - b) The customer ships the failed components directly to the component manufacturer. Utilizing this method expedites the warranty evaluation process.
 - i. *NOTE:* The project manager shall generate a list of applicable subcontractors and/or suppliers to be shared with the customer during the project closeout phase. This list will also be provided to the customer, if requested after the start and prior to the end of Giffin standard (2) year warranty.
3. Giffin warranty procedure assumes the customer will replace failed components from their stock or spare parts inventory. The equipment warranty period begins with System Acceptance (Beneficial Occupancy) date. Warranty terms shall be per contract, with 2 years on new equipment. Warranty excludes remedy for damage or defect caused by abuse, modifications not executed by the subcontractor, improper or insufficient maintenance, improper operation, or normal wear and tear under normal usage.
 - i. *NOTE:* Customers without stock may request replacement materials. Giffin will deliver the replacement materials as soon as possible, based on availability. A purchase order will be required, with expedited delivery requests adding an additional charge.
4. After Giffin receives the failed components, Giffin and/or the component manufacturer will evaluate the component to confirm that it has failed during normal use and operating conditions. If confirmed, Giffin will repair or replace the failed component with like or better materials, at no charge to the claimant. The replacement or repaired material will be returned to the claimant. Giffin will pay for standard return ground shipping. Shipping outside of standard ground shipping will require extra funding from the customer.
 - a. *NOTE:* If material and/or componentry has failed from misuse, abuse or lack of maintenance, Giffin will inform the claimant of the findings and the claimant will be responsible for replacement cost, labor investment of the claim and all shipping costs.

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The foregoing warranties are subject to revocation in GIFFIN's sole discretion in the event that the purchaser (1) modifies the goods in any way without the express written consent of GIFFIN; (2) employs such goods in a manner that is not in accordance with GIFFIN's supplied instruction; or (3) damages the goods in any manner through any means.

Customer shall agree to these terms and conditions as part of the warranty submittal process.