



HEHR INTERNATIONAL

www.hehrintl.com

LIMITED WARRANTY

Hehr International Inc. (“Hehr”) warrants its window and door products to be free of defects in materials and workmanship for a period of twelve months from the date of delivery to the first retail, commercial or institutional purchaser of the vehicle in which the Hehr product is installed. Excluded from this warranty are broken or damaged glass, problems due to condensation, products which have been mishandled, damaged by accident or abuse, products which have been improperly installed, door cores penetrated with holes or subject to heat from welding or other processes resulting in delaminating or other failures of the door core, and costs of removal, installation and shipping.

HEHR MAKES, AND YOU RECEIVE, NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR BY REASON OF ANY COMMUNICATION WITH YOU, AND HEHR SPECIFICALLY DISCLAIMS ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow limitation or exclusions of implied warranties, so the above exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state. IN NO EVENT WILL HEHR BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGE, WHATSOEVER, HOWEVER CAUSED AND ON WHATEVER THEORY OF LIABILITY BASED. THIS LIMITATION WILL APPLY EVEN IF HEHR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. YOU ACKNOWLEDGE THAT THE INVOICE PRICE REFLECTS THIS ALLOCATION OF RISK. SOME STATES DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY OR CONSEQUENTIAL DAMAGES, SO THE FOREGOING LIMITATION MAY NOT APPLY TO YOU.

RETURN POLICY

A1) Materials received not as ordered: Upon determination, purchaser shall notify Hehr International Customer Service Department within 24 hours, explaining fully the discrepancy found. Based on this information, Hehr International shall determine appropriate course of action and shall inform purchaser.

A2) If return of purchased goods is indicated, Hehr International shall supply purchaser a Returned Goods Pick up Order and routing instructions. Goods returned collect via common Carrier will not be accepted without prior consent of Hehr International.

B1) Customer ordered wrong item: Upon determination, purchaser shall notify Hehr International Customer Service Department within 24 hours, explaining fully the discrepancy found. Most Hehr products are built to customer’s order. In such cases, where there is no prospect of resale of the goods, returns cannot be accepted. If the goods sold have been inventoried for several customers and there is a reasonable prospect for resale, then return of the goods will be approved and credit issued; less a 15% restocking charge. Returns procedures as in A2 above shall apply.

Material Handling and Packaging

A) Except where specified by the purchaser, Hehr International Inc. will package materials for shipment appropriately according to the type of goods purchased, distances to be covered and mode of carrier.

B) Goods Damaged in Transit (Hehr Delivery) – Purchaser shall note damage and accept only that portion of shipment not damaged. Unaccepted goods shall be returned to Hehr for rework or credit as agreed between Hehr and purchaser.

C) Goods Damaged in Transit (Common Carrier) – Purchaser shall note damage and must file a claim with the carrier concerned against the value of the damaged goods.

D) Goods Damaged by Purchaser – Shall be fully the responsibility of the purchaser. Upon notification, Hehr International may determine that rework is feasible. Returns Policy Section A2 shall be followed and customer shall be charged for rework performed.

E) Customer Responsibility to Minimize Damage – Customer returns must be packaged and handled in such a manner as to preclude additional damage. Evidence of such additional customer damage shall relieve Hehr International of any responsibility in connection with rework or credit for any returned materials.