

Fond du Lac Bumper Exchange's "No Hassle" Return Policy and Limited Lifetime Warranty

We are committed to the success of your business as well as our own. We want our service to you, our customer, to be known as the best in the industry. Our goal is that each relationship we have with a customer will be a long term partnership. As a commitment to this partnership, we promise a "**No Hassle**" policy on all product returns. Although any warranty has some limitations, we have designed our policy with as few limitations as possible. We stand behind every part we sell and we want your experience with us to be 100% pleasant and "hassle free".

Our pledge to you is to "**get it right the first time**". When we fail at this pledge, we promise to provide a replacement part in a timely manner to minimize downtime for your operation and inconvenience to your customer. Defective parts will be replaced free of charge upon presentation of proof of purchase. **Plus**, if any part we sell to you fails, we will fairly compensate you for your labor & materials on that part, **hassle free**.

The following clarifications and limitations relate to our "**No Hassle**" warranty policy.

1. The lifetime warranty continues for as long as the purchaser owns the vehicle.
2. If possible, the invoice number of the original purchase, a copy of the repair order when the part was installed or replaced, and the defective part should accompany all claims.
3. All products are inspected before shipping but sometimes we overlook damage on parts. Please inspect parts delivered by our Territory Representatives and refuse any unacceptable damage. If parts are delivered by a common carrier, the customer must note the damage on the shipper's delivery receipt and file the proper claim with the carrier
4. Alteration, modification, or installation of a part (other than for its intended application) may void the warranty. Damage caused by road hazards, faulty exhaust systems, owner negligence, or another collision may also void the warranty.
5. Urethane and plastic bumper covers have specific preparation procedures which include proper cleaning and painting with a flexible additive. Improper finishing may void the warranty. Please see page ___ for instructions on preparation and painting of rubber and plastic bumper covers.
6. If practical, the customer should determine the fit and condition of parts before installation or painting.

Other Terms & Policies

Prices: If you have a question about a part or price, please call or email us or check our website. Prices are subject to change without notice. Fond du Lac Bumper Exchange reserves the right to both discontinue and introduce new products.

Credit Terms: Qualifying customers are eligible for preferred credit terms. All other accounts are set up as Cash in Advance or COD. Please contact your Territory Representative or call the office if you wish to be considered for preferred terms. A 1.5% finance charge per month will be added to accounts 45 days past due.

Product Availability: Due to the availability of cores, production scheduling requirements, or other supply constraints, we may be temporarily out of a particular part. Stock availability can be verified by telephone, fax, email, or website. **Go to our website at www.fdlbumper.com to check on updated prices and the availability of parts. Please see page ___ for instructions on how to check inventory and order via our website.**

Core Policy: All bumpers are sold on an exchange basis. A repairable core is required in exchange. Customer cores submitted for re-chroming and/or repair are done so at the owner's risk. Hidden damage or rust may cause a core to be rejected as unrepairable after it has been started. Please remove all brackets, lights, license plates, or any other items from your core so they are not lost or discarded.

Remanufactured Bumpers & Reinforcements: All bumpers and reinforcements that have an "R" after the part number are remanufactured. The part might not be in stock due to the **availability of repairable cores**.