

# Warranty Policy & RMA Procedure

## 1. Warranty

Reflomax warrants its retro-reflective products (the “Products”) to be free from defects in material and workmanship. The foregoing warranty shall be valid for the applicable warranty period set forth in the Product Guidance in the Reflomax’s official website. If the product fails to perform due to a defect in materials or workmanship during the Warranty Period, Reflomax will replace the merchandise with the same or comparable item at no charge to Purchaser for parts or labor.

## 2. Terms and Conditions

Reflomax’s warranty flows only to the direct purchaser from Reflomax (the “Purchaser”). If any Product covered by this warranty is returned by Purchaser within the applicable warranty period set forth in the warranty policy and upon examination Reflomax determines to its satisfaction that such Product failed to satisfy this warranty, Reflomax will, replace the Products. If Reflomax chooses to replace the Product and is not able to do so because it has been discontinued or is not available, Reflomax may refund the purchaser or replace the product with a comparable product. No agent, distributor or dealer is authorized to change, modify or extend the terms of the limited warranty on behalf of Reflomax, in any matter. This limited warranty only applies when the Product has been properly applied in line with the details provided in the Product Guidance. If a Product is found to be defective, or not performing per the product specifications, the Purchaser must notify Reflomax in writing. Reflomax will facilitate the technical resolution of problems. Third party products sold by Reflomax are not covered under this warranty. This warranty does not apply to damage or failure to perform arising as a result of any Acts of God or from any abuse, misuse, abnormal use, or use in violation of any applicable standard, code, or instructions for limitations for usage contained in the latest safety, industry and/or electrical standards for the relevant region(s). This warranty shall be void in the event that any repairs or alterations, not duly authorized by Reflomax in writing, are made to the Product by any person. Reflomax reserves the sole right to make the final decision on the validity of any warranty claim. If requested by Reflomax, the non-conforming or defective Products shall become Reflomax’s property as soon as they have been replaced.

This warranty does not cover the Products if the application surface is not properly prepared; nor does the warranty cover the Product or damage to the substrate because the layers of the substrate separate due to a lower bond between those layers than the bond between the Products and the top layer of the substrate, or surfaces which subsequently crack, peel, outgas, or become damaged beneath the Products.

## 3. Limitations

For purposes of clarity, this is a limited warranty and excludes, among other items, installation, providing access to products (scaffolding, lifts, etc.), and special, incidental and consequential damages (such as loss of revenue/profits, damage to property or other miscellaneous costs not previously mentioned), and is further defined by the limitations and conditions set forth in the respective warranty policy and these terms and conditions. Upon request, Reflomax’s representatives have to be allowed to access the defective Product, system or application for verification of non-compliance.

## 4. No implied or other warranties

The warranty and remedies contained in the terms of the limited warranty are the only warranties given by Reflomax for the Products and are given in lieu of all other warranties, whether express or implied, including limitations for warranties of merchantability or fitness

for a particular purpose, which warranties are hereby disclaimed. These terms and conditions state Reflomax's entire liability and obligation to the Purchaser and the Purchaser's sole and exclusive remedy for defective or non-conforming Products supplied by Reflomax to Purchaser, whether or not such damages are based on any warranty not explicitly mentioned in these terms and conditions, tort, contract or any other legal theory, as well as if Reflomax has been advised or is aware of such defects.

#### **5. Return Merchandise Authorization("RMA") Procedure**

- 1) Email to [service@reflomax.com](mailto:service@reflomax.com) with a note describing the failure, as well as your contact information: name, return shipping address, phone number and email address.
- 2) Return a sample in doubt, freight prepaid.
- 3) Reflomax will verify and advise Purchaser if the Product is defective.
- 4) In case the product will need to be replaced, Reflomax will issue a RMA number, and provides a RMA form to the Purchaser. Please do not return the Product(s) without a RMA number, to avoid unnecessary shipping costs, import custom taxes and delay of processing. The RMA unit must be shipped to Reflomax, freight prepaid.
- 5) Purchaser needs to verify all information on the RMA form is correct and/or fill in any missing information in the required sections.
- 6) Purchaser must provide a proof of purchase upon request by Reflomax.
- 7) Purchaser needs to sign the RMA form and e-mail a scanned copy to [service@reflomax.com](mailto:service@reflomax.com).

**Reflomax Co., Ltd.**

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*Reflomax reserves the right to make changes in specifications and/or to discontinue any product at any time without notice or obligation and will not be liable for any consequences resulting from the use of this publication.*