



CATLOW PRODUCTS WARRANTY POLICY STATEMENT WARRANTY FOR USA AND CANADA

THE WARRANTY CONTAINED HEREIN IS EXCLUSIVE AND THERE ARE NO OTHER EXPRESS, IMPLIED, OR STATUTORY WARRANTIES. WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY EXCLUDED.

CATLOW GUARANTEES PRODUCTS MANUFACTURED BY CATLOW IN ACCORDANCE WITH THE PROVISIONS STATED BELOW.

- For all warranty issues, contact the Gilbarco Warranty Team at warranty@gilbarco.com.
- Unless otherwise agreed in writing, this warranty does not include and does not cover labor expenses, costs, travel charges, service fees, or other contingent expenses for the diagnosis of defects or for removal and/or installation of the repaired or replaced product. Such repair or replacement shall be Buyer's sole and exclusive remedy for Catlow's breach of this warranty.
- Catlow will supply new products to products that are found to be defective within the warranty period.

How to submit a warranty claim:

- Warranty Returned Goods Authorization form (WRMA, MDE-2149) must be completed and warranted defective goods to Gilbarco. A WRMA must be filled out completely, including the serial number for each item being returned and the serial number of the unit from which it was removed (if applicable).
- Items returned with an incomplete WRMA, or other unacceptable paperwork intended to replace the WRMA (such as Purchase Orders, work orders, or GVR pick tickets) may be delayed or may not be processed at all due to a lack of proper paperwork.
- Prior approval is not needed to return defective goods. Return all goods freight prepaid.
- For the return of complete units under warranty contact your local Market Service Manager (MSM). Prior approval is required.
- To order WRMA forms, MDE-2149, please email our Literature team at gso.literature@gilbarco.com. Please provide them your customer number and ship to address.



PRODUCT WARRANTY PERIOD

The following product lines are warranted against defects in material workmanship beginning on the date coded on the product through the period of time listed below for the particular product line:

- **ELITE NOZZLE:** 12 months for new products
- **ERGO NOZZLE:** 24 months for new products
- **OTHER NOZZLE:** 12 months for new products
- **BREAKAWAY PRODUCT:** 12 months for new products
- **SWIVEL PRODUCT:** 12 months for new products
- **PREASSEMBLED HOSE ASSEMBLIES:** Parts are individually warranted to corresponding part warranty length from the manufacturing date coded on the individual product.

GENERAL EXCLUSIONS

1. This warranty applies only if the product has been installed and used in accordance with Catlow installation, operating, and service instructions. This warranty does not cover any problems caused by faulty installation, improper maintenance, or service performed by anyone other than trained, certified and qualified Catlow service providers.
2. This warranty does not cover: any damage resulting from shipping, accident, power surges, neglect, misuse, act of nature, misapplication, modification, or abuse.
3. This warranty does not cover any special products that are designed and developed to meet Buyer's specifications, including but not limited to claims that the product is not suitable for Buyer's intended application and/or claims that the product infringed upon the rights of any third party.
4. Use of service personnel other than qualified Catlow service providers without prior approval by Catlow will void payment of the warranty claim in question.
5. Use of non-Catlow replacement parts, defects caused by the unauthorized addition of non-Catlow items to Catlow products, or by the unauthorized alteration of Catlow products voids this warranty.

THIS WARRANTY DOES NOT COVER ANY INDIRECT DAMAGES OR LOSS OF PRODUCT OR REVENUE. REPAIR OR REPLACEMENT OF THE DEFECTIVE PART OR COMPONENT UNDER THE TERMS OF THIS WARRANTY IS THE EXCLUSIVE REMEDY. CATLOW IS NOT LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, OR INDIRECT DAMAGES OR LOSSES OF ANY KIND, INCLUDING WITHOUT LIMITATION; PERSONAL INJURY, DEATH, PROPERTY DAMAGE, ENVIRONMENTAL DAMAGE, PRODUCT DAMAGES, LOSS OF PRODUCT, THEFT OF PRODUCT, LOSS OF REVENUE OR PROFITS, BUSINESS INTERRUPTION, OR ANY OTHER BUSINESS OR COMMERCIAL LOSS. CATLOW IS NOT LIABLE FOR ANY CLAIMS OR LAWSUITS ASSERTED AGAINST OUR CUSTOMERS OR ANY CLAIMS OR LAWSUITS RELATED TO THE UNLAWFUL OR FRAUDULENT USE OF OUR PRODUCTS.