



POLICY: REW-001
ISSUE DATE: Nov 28, 2002
REVISION DATE: January 18, 2016
REVISION #: 04

MACMOR INDUSTRIES LTD RETURN POLICY

At **MacMor Industries Ltd.**, we believe in offering the Very Best in Value, Quality, Service and Selection. If an item you purchase from **MacMor Industries Ltd.**, does not meet your expectations, you may return most items sold by **MacMor Industries Ltd.**, for a refund or exchange within 30 days from date of purchase.

All returns require prior authorization and must be returned in the original packaging, including inner plastic liners, with all accessories and documentation, including manuals, warranties and a copy of the original purchase invoice. Only new merchandise in its original packaging, with no markings on the packaging may be returned. The only exception to this restriction is if you are returning items that are damaged, in order to have them replaced with an identical item. In this case, original tags and original packaging is not required.

To request a Return Merchandise Authorization (RMA) number, please call our Winnipeg Office at **204-786-5891** or our **toll free** number at **1-888-779-8898**. You will be provided with an RMA number, which you must clearly write on both the invoice copy enclosed with the returned merchandise and on the packing form on the outside of the shipping container. You must include the reason for the return and the resolution that you are requesting. Please keep the RMA number and reference it when calling to check on the status of your return.

All calls requesting an RMA should be during the hours of 8:00 a.m. to 4:00 p.m., Winnipeg time, Monday through Friday, excluding the national and religious holidays. **Incomplete or unauthorized returns may be refused and returned to you.** We cannot accept returns of any items that we consider to be a special product, custom built or any item which has been modified in any way from our standard design. For items that have been specially ordered for the customer, the customer will be responsible for the freight costs to return the item back to our vendor in addition to the 25% restocking fee.

We recommend that you use a traceable method of shipping when you send us your return. **MacMor Industries Ltd.**, will not be responsible for returns lost during delivery if you do not use a traceable method to ship your return. Returned merchandise should be insured against loss and damage.

Credits for merchandise returned WILL NOT include the original or return freight charges. Items shipped freight free or freight included will be credited minus an allowance to cover all packing and freight.

Any shipping and/or handling charges on the original order WILL NOT be refunded. MacMor Industries Ltd., will refund shipping costs or freight costs only if the return is a result of our error or the item is defective. We will also pay the return shipping cost if the return is a result of our error.

At our discretion, we may levee a restocking fee of up to 25% of the cost of items returned. Merchandise being returned due to our error will not be subject to this restocking fee.

WARRANTY

At **MacMor Industries Ltd.**, most of the merchandise we sell is subject to individual manufacturer's warranty. In most cases our suppliers, or the manufacturer of the product carries the actual warranty – we simply supply this to you with your product purchase.



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Most of the products we sell are national brand name and have authorized service centers across Canada. If you have any problem with any purchase, you may contact us at 204-786-5891, ask for the Return Merchandise department and we may be able to locate the service center nearest you, or check the manual that came with the item.

The warranty period and service varies by manufacturer and product, so please refer to the product manual. We understand how frustrating it can be to receive a defective product. At **MacMor Industries Ltd** we take every effort to avoid this and, subject to the manufacturer's warranty requirements, we will replace any defective product returned to us within 30 day's from the purchase date. Certain manufacturers may require all defective products be returned directly to them, so please remember to contact us first.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are solely those of the manufacturer and not of the seller (MacMor Industries Ltd). The Seller hereby expressly disclaims all warranties express or implied, including any warranty of merchantability or of fitness for a particular purpose. Buyer accepts the products sold from the Seller "As Is".

LIMITATION OF LIABILITY

Under no circumstances shall the seller be liable for any incidental or consequential damages, including but not limited to those arising from any defect, delay, non-delivery, shortage, breach of warranty, negligence or strict liability and all such damages are expressly excluded herein. Buyer's exclusive remedy arising out of this sale is expressly limited to the manufacturer's warranty.

JURISDICTION AND VENUE

In the event that any action or lawsuit is filed relating to or arising from the sale or the products sold herein, the parties agree that jurisdiction and venue for such action will be in the Seller's province and that payments due herein are due at the Sellers place of business.

This policy shall be in effect from the date below signed.

Signed and dated in Winnipeg, Manitoba, this 18th day of January, 2016.

A handwritten signature in black ink, appearing to read 'Jean Marc Roy', is written over a horizontal line.

Jean Marc Roy
President and CEO
MACMOR INDUSTRIES LTD.