

## UFI Distributor Warranty Policy (Effective 10/2020)

Our standard UFI warranty policy is as spelled out on the Warranty page of our web site.

"All UFI instruments are warranted against defects in materials and workmanship to the original purchaser for a period of one year from the date of original purchase. This one year warranty is void if our inspection shows the equipment has been tampered with, installed or used at variance with factory-designated procedures, has been subjected to negligence, misuse, or accidental damage beyond normal usage, or has had the serial number altered, defaced, or removed."

UFI products supplied to USA and International distributors are subject to the same warranty. The added cost of especially international shipping adds additional hardship to UFI and the distributor as well. Our distributor warranty policy attempts to take this into account. UFI supplies sensitive electronic instruments, not feeding bowls or shoes. Our packaging strategy reflects this crucial difference, and we expect our distributors to respect this difference as well. We have been shipping UFI equipment internationally for over a decade with very few problems. It is our estimation the greatest cause for "at arrival" equipment malfunction is shipping damage rooted in packaging failure. In order to address this, UFI will continue to do the following.

- a. Individual UFI equipment and systems will be packed well in sufficiently sized boxes and shipped to our distributors. Our distributor may or may not (at their discretion) unpack and test the equipment. If our distributor performs any re-packaging (smaller box, less packing material), then the repair of any shipping based damage will be their sole responsibility.
- b. Shipments of multiple UFI instruments will always be supplied with each individual sale "kit" packaged in the minimum required shipping packaging in our estimation. The distributor should ship the individual kit to their customers inside this packaging. If our distributor performs any re-packaging, then the repair of any shipping based damage will be their sole responsibility.

In dealing with specific failure incidents, UFI will require the following steps.

1. We will first need to see good resolution images of the outside of the enclosure of the item in question as well as any damage, noted or otherwise. UFI may ask for additional images.
2. In most cases, the item will need to be returned to UFI, including or excluding any accessories as UFI staff indicates. UFI reserves the right to withhold judgement on the actual cause of the failure until we can actually evaluate the failed item. As a result, UFI reserves the right to require the item be received by UFI and examined before any further arrangements are made. UFI reserves the right to either repair or replace the item at our discretion.

3. Shipping costs in both directions for the repair or replacement will be equally shared by UFI and our distributor. Our distributor will pay to ship the unit in question to our USA office in the original packaging (if possible), and packed well. UFI will pay to ship the repair or replacement item back to our distributor. If the failure is deemed to be the fault of UFI, we will re-imburse our distributor for the cost of shipping the item in question back to UFI. If the failure is deemed to be the fault of our distributor or their customer, then our distributor will re-imburse UFI for our return shipping cost of the repaired unit. Repair shipping will always be between UFI and the distributor (no drop shipping).