



20 November 2017

METAL STITCHING REPAIR SERVICES LIMITED WARRANTY

1. Standard One Year Warranty

The Repair Services Limited Warranty covers our materials and workmanship for the repair of your part. Disassembly and downtime are not covered by this warranty. The limited warranty is for a period of one year from the date of completion of the repair. If there should be any failure in our repair during that period of time due to faulty materials or workmanship, we will again repair the part at our cost including all labor, materials and travel expense, or we could choose to refund the money you paid for the repair in part or in full. We reserve the right to make the final decision whether to repair or refund. This is the limit of our liability. We are not responsible for failures due to faulty installation or assembly of the repaired part. We are not responsible for failures due to improper operation and maintenance of the repaired part after the repair is completed. If the issue that caused the original damage has not been remedied, this warranty will become null and void.

2. Extended Warranty Options

All of our extended warranty options cover our materials and workmanship for the repair of your part. These warranty options do not cover disassembly, downtime, or lost production. If there should be any failure in our repair during the warranted period of time due to faulty materials or workmanship, we will again repair the part at our cost including all labor, materials and travel expense, or we could choose to refund the money you paid for the repair in part or in full. We reserve the right to make the final decision whether to repair or refund. This is the limit of our liability. We are not responsible for failures due to improper operation and maintenance of the repaired part after the repair is completed. If the issue that caused the original damage has not been remedied, this warranty will become null and void.

2a. Two year option is based on the following terms:

This warranty requires an inspection at the end of the first year after the part is put back in service and one month prior to the end of the second year. The cost for each QuantiServ inspection will be billed to the customer each time an inspection is performed. The cost to the customer will include inspection time, travel expenses, travel time, lodging and meals. QuantiServ will cover supplies and work time for any necessary warranty repair need revealed during the inspection. If any additional disassembly and reassembly would be required, the customer would provide those services and cover their own costs.



2b. Three year option is based on the following terms:

This warranty option requires an inspection at the end of the second year after the part is put back in service and one month prior to the end of the third year. The cost for each QuantiServ inspection will be billed to the customer each time an inspection is performed. The cost to the customer will include inspection time, travel expenses, travel time, lodging, and meals. QuantiServ will cover supplies and work time for any necessary warranty repair need revealed during the inspection. If any additional disassembly and reassembly would be required, the customer would provide those services and cover their own costs.

2c. Five year option is based on the following terms:

This warranty option requires an inspection at the end of the second, third and fourth year after the part is put back in service and one month prior to the end of the fifth year. The cost for each QuantiServ inspection will be billed to *the customer* each time an inspection is performed. The cost to the customer will include inspection time, travel expenses, travel time, lodging and meals. QuantiServ will cover supplies and work time for any necessary warranty repair need revealed during the inspection. If any additional disassembly and reassembly would be required, the customer would provide those services and cover their own costs.

Not all repair work qualifies for the extended warranty options and sometimes also not for the standard one year warranty. This may be the case, for example, if the metallurgical properties of the base material are too poor or if the design is flawed and the customer does not agree to it being improved. The decision to offer warranty or not always lies with QuantiServ only.