



Effective: January 1, 2015

WARRANTY CLAIM PROCEDURE

When a machine is found to have a defective part(s) within the established warranty period, it is important you adhere to the following procedure:

Call or fax in all orders for replacement parts to Cousins Packaging Inc.

Phone 905-678-6655 ext. 230 or Fax 905-678-3429

Please include the serial number, series of the machine involved and a description of the specific problem. After receipt of your purchase order number, a return authorization will be issued and the proper replacement part(s) will be shipped promptly by UPS 2nd day service, at customer's expense. If next day shipment is required, Next Day Air service will be used. Cousins Packaging Inc. shall not be responsible for any air freight charges.

After you receive the replacement parts, return all defective parts, freight prepaid, within thirty days to:

Cousins Packaging Inc.
6450 Northam Drive
Mississauga, Ontario
Canada L4V 1H9
ATTN: WARRANTY CLAIMS DEPARTMENT

A copy of the return authorization must accompany the returned parts! All cartons must be clearly marked with the return authorization number on the outside of the carton!

An invoice will be issued for any replacement parts shipped. The invoice is payable "net thirty days". Defective parts must be returned within thirty days from the date of shipment of the replacement parts.

After receipt of the defective parts, evaluation will be performed either in-house or by the original manufacturer. If this evaluation proves the part is defective through standard manufacturing procedures, a credit for the price of the part will be issued. If the evaluation indicates customer liability for product failure, no credit will be issued. Any parts refused warranty consideration will be returned, upon request, at the customer's expense.