



## Return Policy, Repair Policy and Warranty Information

### RETURN

Suburban standard products sold under the Lubrication Systems, Protective Coverings or Tsunami Compressed Air Solutions brands may be returned unused within a 90 day window from ship date, less a 20% restocking fee. **Products Customized to customer specifications are not available for return, with the express exception of workmanship issues.** For products being returned under warranty, please refer to the product specific warranty instructions. Customer must contact Suburban customer service to initiate the RGA (Returned Goods Authorization) process whether product being returned is unused or covered under warranty. Customer's PO #, Suburban's SO # or Suburban's invoice # must be provided by customer for the specific product being returned. An RGA will be faxed or emailed with the date of occurrence. Customer must fill out the back side of RGA and return RGA paperwork with the product within 30 days or RGA will be voided. RGA # must be written on outside of box or contained on shipping label of returned product. All products returned must be in original packaging and will be inspected before credit is initiated.

### WARRANTY

If product is deemed under warranty and has not been altered or used in an inappropriate manner, Suburban will repair and ship back to Customer free of charge. If unit is deemed not under warranty or warranty has been voided by inappropriate use, alteration or neglect, Suburban will inform customer. Either instance will generate Customer being contacted within 5 business days upon receipt of product with a response. Customer will determine what action Suburban will take, be it repair, return or discard, by email or fax. When returning Suburban product covered under warranty, it must be specified in what application the product was used.

### REPAIR

If the customer desires Suburban to repair a product the customer automatically agrees to the following.

1. A \$100 per hour shop labor rate will be billed for all non-warranty work plus the cost of parts
2. If the product is covered under warranty and additional repairs not covered by the warranty are recommended, the customer shall be contacted before any warranty work is initiated as to whether the customer wishes additional work to be completed by Suburban

### OTHER INFORMATION

Whether product is returned unused or submitted for warranty, the customer is responsible for shipping charges to Suburban. All products returned to Suburban shall after 90 days and three failed attempts to contact customer by phone, fax or email, will be considered abandoned and will be scrapped, releasing Suburban from any warranty or repair service obligations.

If you have any questions or concerns about Suburban's policies please contact Suburban's customer service department for further clarification.