



WARRANTY / RETURNED MATERIAL POLICY LIMITED PARTS WARRANTY

Draw Collar (Stock Squared, LLC) warrants the components of its products for one* year from date of purchase from authorized retailer. This warranty covers defects in material and workmanship. This warranty does not cover normal maintenance, transportation or installation charges for replacement parts or any other service calls or repairs. Products that are tampered with, damaged or defective due to malfunctioning appliances are not covered under this warranty. This warranty **does not** cover the complete unit if it is operative, except for the defective part.

WARRANTY CLAIM PROCEDURE

Draw Collar will issue credit or provide a free part to replace one that becomes defective during the one* year warranty period. All receipts should include the date code of the unit to ensure that the defective component corresponds with the complete unit. This will help prevent possible credit refusal.

Please direct any contractor who wants to make a warranty claim to follow these instructions:

- 1.) Follow troubleshooting guide in installation instructions to determine defective component. If unable to determine faulty component, contact your Draw Collar distributor or Draw Collar Customer Service Department toll free at 877-696-7495 for troubleshooting assistance.

2. 2.) After the faulty component is determined, return it to your Draw Collar retailer for replacement. Credit or replacement will only be issued to a Draw Collar retailer after the defective part has been returned prepaid to Draw Collar.

3. **RETURNED MATERIAL AUTHORIZATION #**

If you wish to return defective or unused merchandise, a return authorization # from Draw Collar is required. You can call, write, fax or email us at cs@drawcollar.com concerning the nature of the return, and upon receipt of the RMA # can send the material **prepaid** to Draw Collar, c/o material returns. To avoid a higher restock charge, refusal of credit or delays in credit, an RMA # is necessary. All returns should have the RMA # clearly marked on the outside of the package or delivery will be refused.

CREDIT OR REPLACEMENT REFUSAL

It is the installer's or owner's responsibility to refer to the troubleshooting guide within the installation instructions, or in their absence call our toll free customer service number for assistance or visit our web site www.drawcollar.com. Draw Collar will not replace or issue credit for a complete unit that is repairable at the job site. Easily replaceable components include: thermal disc Complete units that test ok may be returned to the sender.

Draw Collar will not issue credit for materials that have been damaged or tampered with. This damage may occur during installation, your handling, shipment to you or upon return to us. All units should be inspected upon receipt for visible damage on the outside of the carton. If it is determined that the units have been damaged during shipment, the damage claim should promptly be taken up with the freight carrier. All returned materials should be

properly packaged and marked with an RMA # on the carton exterior for return to Draw Collar's material returns department.

Materials that are refused credit or replacement will be held for 30 days from date of the returned materials analysis report. If no response is received during that period, the materials will be scrapped.

DRAW COLLAR ONE* YEAR LIMITED WARRANTY

Stock Squared, LLC (Draw Collar) warrants to the original purchaser of this product that the product will be free from defects due to faulty material or workmanship for a period of (1)* year from the date of original purchase or delivery to the original purchaser, whichever is earlier. Remedies under this warranty are limited to repairing or replacing, at our option, any product which shall, within the above stated warranty period, be returned to Draw Collar at the address listed below, postage prepaid. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF, AND STOCK SQUARED, LLC (DRAW COLLAR) EXPRESSLY DISCLAIMS LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE OF THIS PRODUCT. THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES AND NO AGENT IS AUTHORIZED TO ASSUME FOR US ANY LIABILITY ADDITIONAL TO THOSE SET FORTH IN THIS LIMITED WARRANTY. IMPLIED WARRANTIES ARE LIMITED TO THE STATED DURATION OF THIS LIMITED WARRANTY. Some states do not allow limitation on how long an implied warranty lasts, so that limitation may not apply to you. In addition, some states do not allow the exclusion or limitation of incidental or consequential damages, so that above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from State to State. Send all inquiries regarding warranty work to Stock Squared, LLC 4194 Chestnut View Dr., South Jordan, Utah, 84095. Phone (801) 254-1730 • (877) 696-7495 • Fax (801) 302-7132 • Email: cs@drawcollar.com.

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