

WARRANTY RETURNS POLICY

Customer asking to initiate a warranty claim on a part and is seeking a replacement or repair

Customer Options:

- Customer sends the part to PerforMax for inspection, evaluation and/or repair. Evaluation of part will happen within 2 business days of PerforMax receiving part, with outcome communicated to customer. A repair timeline will be presented if applicable.
- Customer sends PO. PerforMax will ship replacement parts. If warranty claim parts arrive within 10 days and are found to be defective, the PO will not be billed against the replacement part. If the part is found to be functioning as normal, the customer's PO will be charged for the replacement part.

**Customer is responsible for all freight charges and additional labor related to returns*