

WARRANTY

AquaTray® System

At AquaTray LLC, our warranty is more than a statement; it's a firm commitment to our customers.

AquaTray Limited Warranty:

Unless otherwise noted, AquaTray LLC warrants its products to be made of first class materials, free from defects of material or workmanship under normal use and to perform the service for which they are intended in a thoroughly reliable and efficient manner when properly installed and serviced, for a period of one (1) year from the date of purchase.

During this period, AquaTray LLC will, at its option, replace any part or parts that prove to be thus defective if returned to AquaTray LLC, at customer's cost, and this shall be the sole remedy available under this warranty. No claims will be allowed for labor, transportation or other incidental costs.

There are no warranties that extend beyond the description on the face hereof. In no event is AquaTray LLC responsible for any consequential damages of any measure whatsoever.

AquaTray products are carefully designed, manufactured and inspected prior to shipping and delivery. As the manufacturer does not install nor exercise supervision over the installation of the product, neither the manufacturer nor the Seller shall be liable, due to improper installation or use of the product. Neither the manufacturer nor the seller shall be liable for any damages or loss, direct or consequential, arising out of the improper installation of this product. This statement is in lieu of all other guarantees, warranties or statements expressed or implied.

Your acceptance of the AquaTray® System products is an acknowledgement and acceptance of this warranty.

Contact: AquaTray LLC
info@aquatray.com
(856) 629-9278

AquaTray Return Policy:

Products which are determined to be defective or shipped incorrectly by AquaTray LLC will be replaced or credited at invoice price, if a claim is submitted within thirty (30) days of purchase. Products returned for reasons other than defects or AquaTray shipping errors are subject to a 15% handling charge and must be returned within 30 days from the date of purchase; return freight is at customer's expense.

All returns must be authorized by the factory prior to returning. The factory will issue a return material authorization (RMA) number. The RMA number must be written on the shipping label, each load inspection and all related documentation. All returned material should be returned in the original, unopened shipping cartons, or suitably packed. The material is to be packaged such that it will not be damaged during the return. Deductions will be made for any material returned that is not in saleable condition. Material not in saleable condition will be returned to customer or scrapped at customer request. Materials over 30 days old will not be accepted.

RMA forms may be obtained by contacting Customer Service at 856-629-9278 or downloading from www.AquaTray.com - Warranty Tab - AquaTray RMA Form.

The following information will be necessary:

- A. Invoice Number, PO Number or Estimate No.
- B. Sale Date
- C. Product Part Number and or Description
- D. Quantity
- E. Reason for return requests (be specific, "defective" is not a reason). Material returned as defective but, on inspection, is found to be serviceable will be subject to credit reduction.
- F. All returns are to be freight prepaid. The RMA number must be on each load and each container.