

**JARRAFF BY PRINOTH  
RETURNS OR REJECTED GOODS POLICY**

All sales of Jarraff Industries, LLC, dba Jarraff by Prinoth (hereinafter “Jarraff by Prinoth”), products, parts and/or product support (“Products”) are final. Unless subject to a valid warranty claim, if Buyer believes that Buyer has discovered a defect in a Product during the Warranty Period, then Buyer must make a claim pursuant to the procedures set forth below before the expiration of the Warranty Period. Jarraff by Prinoth shall have no obligation to honor any warranty claims made outside the Warranty Period.

Buyer must submit a Return Material Authorization (“RMA”) Report and obtain an RMA number from Jarraff by Prinoth for any return by contacting Jarraff by Prinoth through its distributor or, if inapplicable, at [www.jarraff.com](http://www.jarraff.com). Jarraff by Prinoth will issue Buyer an RMA number which must accompany the Product being returned.

A replacement Product will be shipped to the Buyer. Subject to potential reimbursement to Jarraff by Prinoth as provided below, freight charges will be paid by Jarraff by Prinoth on the initial shipment of replacement Product to Buyer.

After receiving an RMA number, the Buyer will ship the Product to Jarraff by Prinoth at the address listed on the Report. Freight and all associated fees will be supported by Jarraff by Prinoth, until a warranty determination is made by Jarraff by Prinoth. Failure of Buyer to return the claimed defective Product to Jarraff by Prinoth will result in invoicing for the value of the Product, freight and fees associated with shipping to and from the Buyer by Jarraff by Prinoth, as well as labor, travel, and accommodations relating to the service of the Product (when applicable).

If Jarraff by Prinoth determines, following inspection, a Product covered by the Limited Warranty and is defective, or if Jarraff by Prinoth otherwise decides to accept Buyer’s claim, Jarraff by Prinoth will, in its sole discretion, repair the defective Product, replace the defective Product with an equivalent Product or, if Jarraff by Prinoth determines neither of the foregoing remedies is feasible, refund the amount Buyer paid for the defective Product. This is Jarraff by Prinoth’s only obligation and the only remedies available to Buyer under the Limited Warranty.

If Jarraff by Prinoth determines, following inspection, a Product is defective due to misuse as defined in the Limited Warranty, Buyer will be invoiced for the value of the Product, freight and fees associated with shipping to, and from the Buyer to Jarraff by Prinoth, as well as labor, travel and accommodations related to service of the Product (when applicable).

Buyer represents and warrants that Buyer has good title to the Products being returned, that there are no liens or other encumbrances on the returned Products and that the returned Products are not damaged, inoperable or otherwise defective. On acceptance of returned Products and entry of a credit to Buyer’s account, or in the event the Products are otherwise disposed of as authorized under this policy, title to the returned Products shall pass to Jarraff by Prinoth.

The foregoing constitutes the Jarraff by Prinoth policy on returns of Products. Nothing contained in this Returns or Rejected Goods Policy is intended to or will supersede, modify or replace the Jarraff by Prinoth Limited Warranty or any rights or obligations thereunder.

This policy and the transactions contemplated hereunder are governed by the laws of the State of Minnesota without regard to its conflicts of laws provisions. Consistent with the Terms and Conditions of Sale, any disputes between the parties shall be venued in Nicollet County, Minnesota.

This Returns or Rejected Goods Policy is separate and distinct from returns made for Product covered by Jarraff by Prinoth’s Limited Warranty as described at [www.jarraff.com](http://www.jarraff.com).