

# On Scene Solutions, LLC

## “Ground Illuminating Rub Rail”

### Warranty Certificate & Procedures

On Scene Solutions, LLC provides a limited lifetime warranty for rub rail product(s) of its manufacture against defects in materials and workmanship as defined in this certificate of warranty. This warranty coverage is only valid if the product has been installed, used, and maintained in accordance with manufacturer’s guidelines and limits.

#### **Limited Lifetime Warranty Definition:**

- Limited lifetime warranty coverage for rub rail product shall cover the aluminum extrusion(s), machined aluminum end caps, colored LED clearance marker lamp(s) and assembly hardware for a “Lifetime Period” against defects in materials or workmanship which affect the function of said product. This “Lifetime Period” shall not cover defects in materials or workmanship of a finish coating(s) or other wear to surface(s)/component(s).
- Finish coating(s) on rub rail components shall be covered for a period of ninety (90) days from date of original purchase. Warranty coverage of finish coating(s) shall be limited too defects in materials or workmanship, created during manufacture of above said product. On Scene Solutions, LLC may not be held responsible for defects in finish coating(s) caused by installation/shipping of said product (i.e. scratches from tooling used to install rail) or from normal use of said product (i.e. deterioration from chemicals either stored on or used in the maintenance/care of said product).
- There shall be a warranty coverage period of not less than one (1) year from the original date of purchase on the component(s) of said product which are/or can be defined as adhered component(s) including but not limited to conspicuity (reflective) tape or other reflective devices.
- Any component used in the manufacture of said product(s), but not of manufacture by On Scene Solutions, shall be warranted according to the respective manufacture’s coverage and guidelines through On Scene Solutions.
- Warranty repair(s)/service(s) may be performed by On Scene Solutions, On Scene Solutions authorized repair center, or repair facilities approved by On Scene Solutions prior to repair.
- On Scene Solutions, LLC may not be held liable for incidental or consequential damages/expenses incurred in the failure/repair of said product(s).
- On Scene Solutions, LLC does not assume responsibility for expenses for, but not limited too, transportation/shipping of said product(s) to an authorized warranty center for needed repairs and needed removal of equipment or other obstacle(s) to perform repairs.
- All components needed to perform necessary warranty repairs of said product(s)s shall be supplied or replaced by On Scene Solutions at its expense, On Scene Solutions will not pay/reimburse the repair facility/person for components purchased from other than On Scene Solutions. All components replaced under warranty must be returned to On Scene Solutions, unless other wise stated on the “Warranty Authorization”, at On Scene Solution’s expense.

- The above mentioned warranty period(s) is set to begin on the date of purchase either by end user or dealer/distributor. In the event the product(s) are purchased by an original equipment manufacturer (OEM) or dealer/distributor with the intent to re-sell, the warranty is transferable to “the first end user” of said product.

The “Lifetime Period” is defined as the period of which the product is in use by the original purchaser or in the event of re-sell by an OEM/Dealer/Distributor “the first end user”.

All warranty(s) expressed or implied above are applicable to “original purchaser” or “the first end user” as defined within this certificate of warranty and are non transferable.

There are no warranties, expressed or implied, including, but not limited to, any implied merchantability or fitness for a particular use. On Scene Solutions reserves the right to modify this warranty statement at any time; or discontinue, modify or upgrade any products of its manufacture with design improvements without prior notice.

This warranty gives you specific rights, and you may also have other rights which vary from state to state.

#### **Warranty Authorization and Repair Procedures**

- Warranty repairs shall only be performed by persons/facilities authorized to do so by On Scene Solutions, LLC.
- Prior to repairs being performed on said product, authorized persons/facilities must obtain a “Warranty Authorization Form” from a representative of On Scene Solutions, LLC.
- In order to receive a “Warranty Authorization” the requestor must be able to provide information pertaining to the customer and above said product(s). (i.e. Full customer contact information, product(s) serial numbers, full description of complaint/problem, and etc.)
- On Scene Solutions, LLC will provide repair persons/facilities with a copy of the “Warranty Authorization” form.
- Upon completion of repair of said product, the repair persons/facilities must complete the “Warranty Authorization” form (steps and procedures taken to complete repair) and return to On Scene Solutions within 90 days, for prompt payment of labor charges. If warranty claim and defective components are not received within 90 days of repair, On Scene Solutions reserves the right to deny the claim in it’s entirety.