



Wednesday November 25th, 2009

Ref : Bulletin – Returns of Goods

To whom it may concern,

Please note that we have put in place procedures regarding the shipment of equipment to our office for repairs, modifications, inspections, or maintenance (on guarantee or not).

We ask your cooperation in complying with the procedures that are in place. Without the respect of these procedures, our company cannot guarantee the receipt of equipment and/or the speed in which your request will be processed. We receive over 100 packages a day and our procedures are in place to prevent errors and ensure prompt treatment of all requests.

- 1- Contact **Customer Service** to obtain an authorisation number at 1-800-469-1963 or 1-866-426-9991 (On).
- 2- Detail the problem of the equipment to the customer service representative, which will in turn fill out an internal form.
- 3- Indicate on the box, **legibly and waterproof**, the **authorization number** previously provided by the customer service representative. Also place a copy of your contact information inside the package and your choice of carrier for the return of the equipment
- 4- Ship the equipment with the carrier of your choice. Shipping charges are always at the customer's expense, even when the work is covered by the guarantee. Please take insurance on your package with your carrier, sometimes packages are lost by carriers and our company cannot be held responsible for loss, damage or delays in shipment of your package. No compensation will be offered in case of loss, damage or delays by the carriers.
- 5- Once we have received the equipment, clearly identified, we will treat it as a priority in the order of entry (first come, first served). Any material not clearly identified will be put aside and treated when our employees will have time to do the necessary research to identify the sender and the reason.
- 6- The equipment will be returned by your choice of carrier, at your expense. If no preferred carrier is indicated, we will return your equipment via Purolator (without the optional insurance of goods in case of loss or theft) unless otherwise specified by you.

If you have any questions, contact our head of customer service

We would like to thank you for your collaboration. The Management