

WARRANTY PROCESS

Revision Date: August 1, 2014

Fill-Rite and Sotera Products

Please follow the instructions below to assure prompt handling.

1. All warranty transactions must be handled by place of purchase (“Distributor”), defined as any and all retail stores, mail order houses, catalogue houses, on-line stores, commercial distributors, or other authorized TTS distributors.
2. The Distributor must make a warranty determination at the point and time of return by the end user.
 - a. If the product sell date AND manufacture date are both outside the warranty period, the product is not warrantable.
 - b. If the product sell date OR manufacture date are within the warranty period, the Distributor must evaluate the product for defects of materials and/or workmanship. If it is determined that there is a defect in material or workmanship, the product is eligible to be considered for warranty processing. Otherwise, the product should be returned to the end user.
3. Distributor must contact Tuthill Transfer Systems (TTS) to receive a Returned Goods Authorization (“RGA”) and applicable shipping information. TTS will allow freight on authorized returns to the factory. Returns received by TTS that are missing an RGA will be returned to the distributor without evaluation, and the distributor will be charged freight costs.
 - a. At the time of the RGA request, the Distributor must provide TTS a copy of the proof of purchase (sales receipt or invoice) and the manufacturing date code from the product.
 - b. The Distributor must provide to TTS any information concerning the operation, use and failure of any product that is claimed to be defective.
4. The product must be flushed before being returned to the inspection location (see flushing instructions on the TTS website). For Sotera products, Items must be triple-rinsed with a neutral liquid and an MSDS for fluid that was used must be included with returned product. Some products may have additional flushing instructions – please refer to product documentation.
5. The Distributor must return the product for inspection. Return locations are as follows:
 - a. For Fill-Rite Products – Fort Wayne, Indiana facility
 - b. For Precision Meter Products – Fort Wayne, Indiana facility or Authorized Precision Meter Service Center (see TTS website)
 - c. For Sotera products – Outside Facility (see RGA or TTS website)
6. Product returned with an RGA will be evaluated for defects of materials and/or workmanship.
7. TTS will contact the Distributor regarding the disposition of the RGA product.
 - a. For products assessed as “warranty” failures, the Distributor may receive account credit from TTS or a replacement product.
 - b. For products assessed as non-warrantable:
 - i. The Distributor may choose to have the Product returned at the Distributor’s freight expense or scrapped at the inspection location. If a Distributor has not arranged for the return of the RGA product within thirty (30) days from date of warranty denial notification, it will be scrapped at the inspection location.
 - ii. In some cases where an outside (third party) facility is authorized by TTS to administer warranty, a repair service may be offered. However, such transactions are strictly between the Distributor and the third party facility.

LIMITED WARRANTY POLICY

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Tuthill Transfer Systems ("Manufacturer") warrants each consumer buyer of its products ("Buyer") from date of sale that goods of its manufacture ("Goods") shall be free from defects of materials and workmanship.

The duration of the warranty is as follows:

From Date of Sale*	Not To Exceed the Following Period from Date of Manufacture	Product Series	
Five Years	60 months	SP100 Series Pumps	400 Series Pumps
Two Years	27 months	Heavy Duty Pumps and Meters 820, 825, and 850 Meters	Cabinet Pumps, Cabinet Meters, TN Meters, TM Meters, TS Meters
One Year	15 months	Standard Duty Pumps and Meters, 1600 Pumps	Accessories Parts

* proof of purchase should be presented to place of purchase

** see Appendix for definition of "Heavy Duty" and "Standard Duty" products

End users must contact the place where they purchased the product to process a warranty. "Place of purchase" is defined as any authorized TTS Distributor, including any and all retail stores, mail order houses, catalogue houses, on-line stores, commercial distributors.

Manufacturer's sole obligation under the foregoing warranties will be limited to either – at Manufacturer's option – replacing defective goods (subject to limitations hereinafter provided) or refunding the purchase price for such Goods theretofore paid by the buyer, and Buyers exclusive remedy for breach of any such warranties will be enforcement of such obligations of the Manufacturer. If the Manufacturer so requests the return of such Goods, the Goods will be redelivered to the manufacturer in accordance with Manufacturer's instructions FOB Factory.

The remedies contained herein shall constitute the sole recourse of the Buyer against the Manufacturer for breach of warranty. IN NO EVENT SHALL THE MANUFACTURER'S LIABILITY FOR ANY CLAIM FOR DAMAGES ARISING OUT OF THE MANUFACTURE, SALE, DELIVERY, OR USE OF THE GOODS EXCEED THE PURCHASE PRICE.

The foregoing warranties will not extend to goods subject to misuse, neglect, accident, improper installation or maintenance, or have been repaired by anyone other than the Manufacturer or its authorized representative. THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES OF MERCHANTABILITY, FITNESS FOR PURPOSE OF ANY OTHER TYPE, WHETHER EXPRESSED OR IMPLIED. No person may vary the forgoing warranties or remedies, except in writing signed by a duly authorized officer of the Manufacturer. The Buyer's acceptance of delivery of the Goods constitutes acceptance of the foregoing warranties and remedies, and all conditions and limitations thereof.