



## **POLYJOHN PORTABLE RESTROOMS LIMITED 3 YEAR PRODUCT WARRANTY**

PolyJohn Enterprises Corp. warrants the major plastic parts of its portable restrooms (plastic front, wall panels, roof, and tank) against any breakage or other problems that prevent the PolyJohn portable toilet from functioning in accordance with usual practices used in the portable toilet industry and in their intended manner. This warranty covers any damages in material or workmanship for a total period of 3 years (36 months). This warranty extends only to the original purchaser of the PolyJohn portable restroom. Proof of purchase, serial numbers, and photos will be required.

### **Coverage Period**

Coverage under this warranty is for a total of 3 years (36 months) from time of manufacture. A part or repair supplied under this warranty will assume the balance of the original warranty period.

During this time period if any major plastic parts covered by the warranty incur damage that prevent it from functioning, PolyJohn will provide replacement parts. Purchaser is responsible for any freight, labor, or other costs associated with replacement.

### **Warranty Disclaimer**

PolyJohn's terms of sale are FOB (Free on Board Shipping Point). Meaning buyer takes on responsibility once it leaves PolyJohn's shipping dock. The carrier is wholly responsible for any damage incurred during transit. Important notice: All concealed/non-notated damages must be reported within 5 business days of delivery (1<sup>st</sup> day is the day of delivery) as per the National Motor Freight Classification (NMFC) – Rule 300100 - for a damaged claim to be filed. Reporting after this time will void a claim.

In order to prevent warranty disputes follow these steps immediately when receiving your products:

1. Inspect the shipment immediately and insist that visible damages be indicated on your copy of the freight bill. If they are not noted on the freight bill it is very likely a claim will be denied.
2. Open the shipment if necessary, and inspect for any concealed damages.
3. If there are any damages that you cannot operate with you may refuse shipment. After you do this contact us immediately

### **Filing Process for Warranty**

PolyJohn reserves the right to request inspection of products for verification of defect, which may include returning some or all of the parts with shipping paid for by the purchaser. Once the items have been returned, inspected, and PolyJohn is found at fault shipping costs will be reimbursed. You may contact PolyJohn to arrange for return shipping if desired.

To file your warranty claim follow these steps:

1. *Go to [polyjohn.com/warranty/](http://polyjohn.com/warranty/)*
2. *Fill out necessary contact information*

3. *Fill in invoice number, date of purchase, product, and product serial numbers.*
4. *Upload an images of affected products*
5. *Submit and someone will be in contact with you as soon as possible.*

#### **What is Not Covered By Warranty**

This warranty does not cover damage or failure contributed to or caused by: Not following PolyJohn assembly procedures, unauthorized modification, acts of God, mishandling, misuse, use of incompatible solvents or other damaging chemicals, vandalism or accident. In no event shall PolyJohn be liable for labor costs or for incidental or consequential damages.

**\*\*THIS WARRANTY IS IN LIEU OF ALL PRIOR WARRANTIES EXPRESSED OR IMPLIED\*\***