



PART ONE: THE WARRANTY; WHAT WE'LL DO FOR YOU

We'll describe the equipment you are purchasing as accurately as we can, including all details of options, trim, etc. Please be as detailed as possible on your order confirmation form or purchase order, however, since these documents govern our agreement with you. We sell three grades of equipment, each with a different level of warranty:

On "Fully Remanufactured" units, we will:

1. Warrant the electronic and mechanical parts (except expendable items like belts and retractor cables) for one (1) year, replacing any faulty items with new or reconditioned equivalents at our discretion.
2. Cover reasonable labor costs required to correct warranty problems occurring within ninety (90) days. By "reasonable," we mean consistent with industry standards and practices. We cover only local travel, up to 100 miles/2 hours round trip. We don't cover the correction of minor leaks that arise from shipping vibration and handling even in new equipment.
3. Warrant printers for ninety (90) days, replacing faulty items with new or reconditioned equivalents at our discretion.

On "Custom Line" and "Electrically or Fluid Tested" units, we warrant nonexpendable parts for 90 days or 60 days, respectively, but we don't cover labor or travel. On "Custom Line" or Fluid Tested units, all parts are covered. On Electrically Tested units we cover all electrical components except vacuum vapor motors, which cannot be tested without fluid being run through the pump.

"Used--As Is" equipment is just what it sounds like. We warrant that the units are complete when you receive them. We also manually turn the meters, electric suction pump motors and pumping units to make sure they are not frozen up. We do not warrant vacuum vapor pumps, however, because we cannot manually test them. We also do not warrant that the equipment will operate when you receive it. Often, used equipment will require some repairs to make it operational. If this is a concern to you, please ask us to quote on upgrading your order to include electrical and/or hydraulic testing or to specify our Custom Line or Fully Remanufactured product grades.

We warrant parts on an exchange basis. We will supply the warranty replacement parts that you need, charging for them according to our normal credit terms with you. We will ship the replacement parts either UPS surface or second-day (Blue Label) air depending on circumstances. When we receive the defective parts from you and have verified that they are bad, we will credit your account for any reimbursement that is due, including any allowable labor and travel costs. (If you are a COD customer, we will send you a check.)

Special Note: Due to wide variety and constant software changes, we cannot guarantee any equipment's compatibility with a particular oil company card reader/communications system. It is your responsibility to ensure that the hardware and software that you purchase will meet your needs. We can only guarantee to provide the keypads, software, etc. that is specified on your order confirmation form.

PART TWO: THE WARRANTY PROCEDURE; WHAT WE ASK FROM YOU

You must have the equipment installed by an OEM certified technician or a technician specifically approved for your job by DurEquip. This requirement is intended to protect both you, the customer, and us, the supplier. We have run into numerous situations where equipment has been damaged by improper installation and where perfectly good components have been changed out by someone who does not understand the equipment he is working on. Such problems delay and complicate your startup and result in DurEquip being asked to pay unnecessary costs.

You must notify us before you authorize your installer to do any work or to remove any parts that you believe should be covered by our warranty. We will give you a warranty authorization number and our technical experts will work with your people to minimize everyone's downtime and expense. (If the proposed work is extensive, we may ask for a written estimate.)

You must get any needed replacement parts from us, not from others. You must return all defective parts to us to receive warranty credit and to receive any labor costs that are due you. In exceptional cases, we may authorize you to obtain parts from others, but any such authorization must be in writing (via mail or FAX) or our warranty department will refuse to honor the claim.

The parts you return to us for warranty credit must be the ones that we sent you and must be returned prepaid. Our components are marked and serialized for identification. Please don't ask us to warrant someone else's products.

PART THREE: THE FINE PRINT

1. Our warranty extends only to the original purchaser.
2. Our warranty begins on the date the equipment is shipped. If at the time you place your order, you know that there will be a startup delay, please discuss the possibility of a warranty extension with your salesperson. There may be a charge for this.
3. Our warranty does not cover problems caused by shipping damage or faulty installation, nor do we pay costs associated with working on parts that are good when they are returned.
4. Our warranty does not cover loss of dispensed product, loss of use of the unit, or other incidental or consequential expense or damages incurred by the purchaser.
5. Our warranty coverage shall not exceed the amounts paid by the original purchaser at the time of its purchase.
6. Our warranty is void if the unit has been damaged by accident or unreasonable use, neglect, improper service, power surge, lightning, or other causes not arising out of defects in materials or workmanship.
7. Our warranty applies only to equipment installed in the United States and Canada. In other areas, any warranty will be specified at the time of sale.
8. DurEquip's employees, distributors, or agents may have made oral statements about the product(s) we are selling to you. Such statements are not warranties, shall not be relied on as such, and are not part of the contract of sale.

THERE ARE NO OTHER WARRANTIES AND NO WARRANTY OF FITNESS FOR A SPECIFIC USE.

**DUREQUIP NEITHER ASSUMES, NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT,
ANY LIABILITY BEYOND THAT STATED HEREIN.**

