

PRODUCT WARRANTY

INTEGRITY

National Adhesives Inc, (NA) will continue to produce and market innovative, high-quality products. **NA** recognizes the ethical, social, and legal necessity to meet customer demand for safe, reliable, and innovative products.

NA responsibility extends far beyond manufacturing, marketing, and distribution of **NA** products. The user of a **NA** product will be provided with prompt, convenient, expert, courteous service, and competitive pricing and product availability. Product literature will be factual, concise, and easy to understand so that each customer will have adequate data for use, maintenance, and warranties.

NA will maintain adequate programs for product design, manufacture, testing, quality assurance, and service which will exceed existing private and governmental standards for safety, quality, and reliability. **NA's** customers are our most important asset, and we believe we must supply our products in a manner which meets the legal, moral, and ethical grounds of all our customers. No **NA** employee is authorized to deviate from this policy.

RETURNS

NA will accept the return of **NA** products if returned within seven (7) business days from the date of shipment arrival. For any return shipment that is not the result of manufacturing defect the customer is responsible for the cost of product returns.

WARRANTY

All **NA** products are warranted against defects in workmanship and materials for ninety (90) days from date of shipment from NAD warehouse. This constitutes **NA's** only warranty in connection with **NA** products, and is in lieu of all other warranties, express or implied, written or oral. THERE ARE NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE THAT APPLY TO THIS SALE. No employee, agent, dealer, or other person is authorized to give any warranties on behalf of **NA**, nor to assume for **NA** any other liability in connection with any of **NA's** products, except an officer of **NA** in a signed statement.

LIMITATION OF REMEDY

NA will replace (FOB factory) any **NA** product proved to be defective. **NA** is not liable for damage of any sort whatsoever, including incidental or consequential damages. **NA** will not be liable for delay caused by said defects and will not be responsible for works or repairs done by others. **NA** assumes no liability for errors which may appear in **NA** literature.