



RETURN GOODS AUTHORIZATION PROCEDURE

- 1) Determine whether or not the issue is a manufacturing defect. Pictures are highly recommended before the liner/section is removed. The Findlay Vinyl Warranty is also an excellent guide for determining what a manufacturing defect is.
- 2) Once reasonable evidence of a manufacturing defect is discovered, a RETURN GOODS AUTHORIZATION number will be issued. Get instruction from the distributor as to whether or not the entire liner will need to be returned or if a sample and operator's initials with Serial Number will suffice.
 - a. If the whole liner is to be returned, repack it on the skid with reasonable effort and send it back to your distributor or Findlay Vinyl Ltd as directed.
 - b. If only the defective section and operator's initials and Serial Number are required, carefully cut out the defective piece, leaving at least 3" of non-defective material all around it (see image 1). Then proceed to cut out the operator's initials and Serial Number (see image 2 and 3). These are found at the bottom of a wall seam (please note that there may be more than one wall seam). Send both sections to the distributor or Findlay Vinyl Ltd as directed.



Image 1 (defective sample)

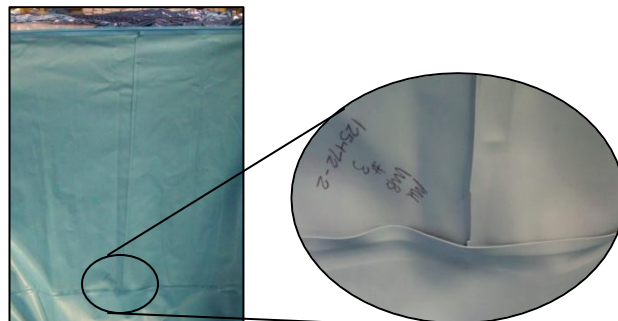


Image 2 (wall seam) Image 3 (enlarged wall seam)

- 3) Once the returned goods have been analyzed, notification of acceptance or denial of the claim in accordance with the Findlay Vinyl Warranty will be communicated within seven days.