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AAF INTERNATIONAL PRODUCT CLAIMS POLICY

I. CLAIMS RELATED TO DELIVERY

Claims for concealed damage must be reported to AAF in writing within one (1) business day following delivery and must be accompanied by photographs of such damage; damaged products and packaging materials must be held at the delivery site. Claims for visible shipping damage must be reported to AAF in writing within ten (10) business days following delivery and must be accompanied by a carrier proof of delivery that has been signed and indicates in detail the damage at the time of delivery; damaged products and packaging materials must be held at the delivery site. For sealed trailers, the seal number should be documented on the carrier proof of delivery.

Claims for overt/patent shipping shortages must be reported to AAF in writing within ten (10) business days following delivery and must be accompanied by a carrier proof of delivery that has been signed and indicates in detail the shortage at the time of delivery. Claims for other shortages and errors in shipment must be reported to AAF in writing within ten (10) business days. For sealed trailers, the seal number should be documented on the carrier proof of delivery.

Customer will be liable for any re-consignment charges due to Customer's error. Customer will be liable for a 25% restocking fee and freight charges for wrongful refusal of a shipment due to Customer's error. AAF is not liable for any damage, shortages, and errors for collect/will-call shipments. No replacements or credits will be issued if Customer fails to comply with the foregoing.

II. CLAIMS RELATED TO DEFECTS AND NONCONFORMANCE

Customer shall have ten (10) days from the date Customer receives any products to inspect such products for any other defects and nonconformance (which are not due to damage, shortage or errors in shipping under Section I above) and notify AAF, in writing, of any defects, nonconformance or rejection of such products. If Customer does not notify AAF within such ten (10) day period, Customer shall be deemed to have irrevocably accepted the products. After such acceptance, Customer shall have no right to reject the products for any reason or to revoke acceptance. The sole and exclusive remedy for products alleged to be defective in workmanship or material shall be the replacement of the products subject to AAF's inspection and Limited Warranty.