

WARRANTY

All parts are warranted against manufacturer's defect for a one year period from date of purchase. Parts are FOB Factory and **shall not include labour costs** required to replace defective part or parts. This warranty is not intended to cover damage due to misuse or abuse.

Our policy with respect to replacement parts and warranty was formulated in recognition that the users of our products rely upon them to function every day and therefore we strive to provide parts as soon as possible. When warranty issues arise, it is our policy to ship out replacement parts immediately to get your customer's lift operating as soon as possible. An invoice for the replacement part(s) will be issued. Upon return of the original parts, inspection will take place and if deemed covered by warranty a credit will be issued. **WARRANTY PARTS MUST BE SHIPPED PREPAID TO THE LOCATION NOTED BELOW WITHIN TWO WEEKS OF RECEIVING THE REPLACEMENT PARTS IN ORDER FOR A CREDIT TO BE ISSUED.**

PARTS RETURN PROCEDURE

1. Obtain a Return Authorization (RA) number from our office for the return of the original parts. If you did not receive one when you ordered the replacement parts, please call RAM Mfg to get an RA before you ship the original parts. Note the RA number on the return documents.
2. Please note that the parts must be returned to our broker on a prepaid basis by the courier of your choice. It is very important that the parts are shipped to the address as follows:
RAM Manufacturing Ltd.
For: Livingston International Inc.
1 – 2nd Street & 1st Avenue
Sweetgrass, Montana 59484

The attached Canada Customs Invoice must be filled out and a copy sent with the parts; keep a copy for your records. Instructions for completion are on the reverse side of the form.

IMPORTANT: CANADIAN DEALERS

parts must be returned PREPAID to RAM Manufacturing Ltd.
10812-181 Street, Edmonton, AB T5S 1K8

3. All parts must be appropriately packaged to prevent damage during return transit to RAM Mfg. Damage incurred during return shipping will invalidate warranty.

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**INSTRUCTIONS FOR COMPLETING THE
CANADA CUSTOMS INVOICE**

<u>Field Name</u>	<u>Information Required</u>
1. VENDOR	Your company name and address
2. DATE OF DIRECT SHIPMENT	Date of Return Shipment to RAM
3. OTHER REFERENCE	RA # received from RAM office
8. TRANSPORTATION	Carrier name and place goods left from for return shipment
11. NUMBER OF PKGS	Type and number of packages
12. SPECIFICATION OF COMMODITIES	Description of part being returned ie electric motor part, gear box part, limit switch
13. QUANTITY	The quantity of each part(s) being returned and unit of measure (ie each)
14. UNIT PRICE	Use the dollar amount you were invoiced for the replacement part sent by RAM
15. TOTAL	Quantity multiplied by price for each item being returned
16. TOTAL WEIGHT	Weight of parts being returned
17. INVOICE TOTAL	Total price of all parts listed
20. ORIGINATOR	Name and address of person completing this form

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