Service Policy and Procedure

1) The warranty provided to purchaser is provided in section 4, of attachment "A".

2) A complete recommended spare parts list with normal lead times will be provided by seller to purchaser. This will allow adequate time for purchaser to evaluate the items and place spare parts orders to be delivered prior to start up. It is highly recommended by seller that critical spare parts, especially long lead items, be stocked in your plant to eliminate excessive down time.

3) Complete machine indoctrination will be reviewed with purchaser's skilled labor force during machine run-off, start up and training at seller's location (the "training program").

4) Seller will not be responsible for work done, material furnished, or repairs made by others unless performed under seller's direction and authorized by seller in writing or unless performed by a member of purchaser's skilled labor force who has completed seller's training program.

5) Once the products have been delivered to purchaser, service support can be obtained upon request. If service assistance is required from seller, the procedure is as follows:

   A) During regular business hours of 8:00 AM to 5:00 PM, calls can be placed to (248) 393-7300. When available, customer service calls will be taken immediately. Our policy is to respond to all calls received during regular business hours within one hour of receiving the call; however, such response time cannot be guaranteed in all cases.

   B) All after hours calls should be placed to (248) 393-4227. Calls are monitored at regular intervals. Our policy is to return your call no later than 8:00 AM the following day; however, such response time cannot be guaranteed in all cases.

   C) If possible, a service technician can be on site within 48 hours, from Auburn Hills, Michigan, unless purchaser is not located within the continental United States, in which case if possible, a service technician can be on site within one week, from Auburn Hills, Michigan. The fees for such service technician visits will be included in a purchase order. Seller's standard service, travel and other fees may be found in seller's published field service rates, which are posted on seller's website (www.acmemfg.com), as in effect from time to time.

   D) If seller determines that there is a legitimate warranty-related issue, a credit will be issued to cancel out the purchase order. If seller believes that the problem is caused by purchaser's negligence, is caused by a reason not covered by the terms of the warranty, or that there was no problem, full payment of the amount set forth in the purchase order will be required.

E) All defective parts must be returned to seller in the manner specified by seller for credit or proper disposition. Failure to return defective parts in the manner specified by seller will void any warranty applicable to such parts.

F) Seller will allow the member of purchaser's skilled labor force who have completed the training program to perform most repairs without voiding the warranty. Authorization by phone is first required and no replacement of parts or credit against parts purchased by purchaser will be acknowledged without prior proper authorization.

G) Common sense, regular housekeeping and a reasonable preventative maintenance program must be implemented to keep the products in good reliable running condition. A basic program will be provided by seller during the training program. Any damage to parts or products related to the failure to implement such basic program will be deemed to be a negligent act of purchaser, which will void the warranty.

H) Any unauthorized alteration to the product's machine logic programmed by seller will void the warranty. Cost to restore programming and reinstate warranty will be on a time cost basis at seller's standard rates.

I) Seller will endeavor to quickly resolve any product problem to minimize down time, but seller will in no event be responsible for lost production due to product down time or for any damages suffered by purchaser as a result thereof.