



Manufacturers Product Warranty Policy and Procedure

Plum Creek Environmental (PCE) warrants all products sold to be free from defects in materials and workmanship under normal use and service for 12 months from the date of invoice.

All products must be qualified to have been used as designed for the application while being serviced as required by trained and qualified personnel.

PCE reserves the right to determine if materials, parts, or workmanship has been damaged or compromised due to misuse, neglect, accident, or alteration.

Warranty claims must first be approved by PCE prior to any repair, replacement, or reimbursement.

This warranty shall not cover any loss of product, production, labor, or any other consequential damages incurred as a result of the equipment failure.

This warranty is the only applicable warranty for all products manufactured by PCE, and to the fullest extent permitted by applicable law, PCE disclaims all other representations and warranties, express or implied, with respect to its products including but not limited to any implied warranties of merchantability, fitness for a particular purpose, or non-infringement.

All warranty parts are shipped using standard ground transport services. Customer will be responsible for any and all expedited or express shipping methods beyond the standard ground services.

PCE reserves the right to deny a warranty claim in the event the customer fails to comply with or perform its responsibilities as it pertains to this warranty.

Warranty Claim Procedure:

1. PCE must first be made aware of the failure for approval and course of action to correct or resolve the issue. An identifying serial number, order number, and / or invoice number will be needed to certify the warranty claim.
2. Subsequent steps to correct or resolve the warranty claim will be qualified, approved, and at the sole discretion of PCE.
3. Any and all warranty work done by a company or person other than PCE must be qualified and approved by PCE.
4. Warranty response will be done in a timely manner as required by the nature of the failure.