



## SNAP-TITE HOSE GENERAL WARRANTY POLICY

Under our General Warranty Terms, all double jacket, nitrile rubber and polyurethane lined fire hose products used in the Municipal fire industry to be free from defects in materials or workmanship over a period of ten (10) years from the original date of shipment. Forestry products (FP/UF) lines, Booster (BH) and DJ product lines have a one (1) year warranty against defects in materials or workmanship from the date of shipment; 6T product line has a two (2) year warranty against defects in materials or workmanship from the date of shipment; This warranty shall provide for the repair or replacement of hose and assemblies proven to have failed due to faulty materials or workmanship during normal and reasonable fire ground use, and care of fire hose. Snap-tite Hose will replace via a pro-rated credit against new hose basis (age in use versus warranty period) after two years for products still within the warranty period.

### OUR GENERAL WARRANTY IS LIMITED AS FOLLOWS:

All returns must be accompanied by an RMA# (Return Materials Authorization) issued by Snap-tite Hose. Unauthorized returns will be refused. All defective products must be returned freight pre-paid to Snap-tite Hose within thirty (30) days of purchaser's claim. Products or parts must be found to be defective in materials and workmanship upon examination and testing by Snap-tite Hose. If returned goods are found to be defective, inbound freight costs will be refunded.

Total liability is limited to the purchase price of the goods.

Products shall not be considered defective or nonconforming if they substantially fulfill performance requirements and are manufactured in accordance with Snap-tite Hose specifications. This warranty will not extend to goods which have been subject to misuse, improper application, misapplication under conditions not expressly made specifically known to or and approved by Snap-tite Hose in advance of use or which have been repaired or altered by any third party.

For the following selected premium municipal hose products produced by us in our Pennsylvania plants, Snap-tite Hose offers a **Two Year All Hazards Warranty**:

- Snap-tite Hose Conquest (FC)
- Snap-tite Hose Gladiator (FG, FGN)
- Snap-tite Hose (TPX)
- Snap-tite Hose (UTX)

For the following selected premium municipal hose product produced by us in our Pennsylvania plants, Snap-tite Hose offers a **Three Year All Hazards Warranty**:

- Snap-tite Hose (FW, FWN)



Snap-tite Hose will repair or replace, at our option, any accidental damage to these specific products within this two/three-year warranty period. All hazards damage is limited to accidental occurrences due to fire, cuts, abrasion, or other accidental destruction that occur during an active fire situation.

The following conditions apply:

1. Damaged hose must be returned to the factory freight prepaid for examination upon completion of the Returned Material Authorization (RMA) process and according to the RMA process in effect at the time of the claim.
2. Determination of the applicability of this warranty is at the sole discretion of Snap-tite Hose.
3. Replacement will be like-for-like unless the customer authorizes a change and pays for the price difference; repairs will re-use undamaged couplings from the original hose.

#### LIFETIME WARRANTY AGAINST DELAMINATION

Snap-tite Hose is committed to providing our customers with safe and reliable products. Our proprietary manufacturing processes allow us to offer a lifetime warranty against delamination for the following product lines:

Snap-tite Hose Conquest (FC)  
Snap-tite Hose Supreme (FS)  
Snap-tite Hose Gladiator (FG, FGN)  
Snap-tite Hose UTX  
Snap-tite Hose TPX  
Snap-tite Hose HFX  
Snap-tite Hose LD