



## D&S CARWASH EQUIPMENT COMPANY POLICY

### ***D&S STANDARD 1-YEAR WARRANTY APPLIES TO IQ & MAX***

#### **Non-D&S Manufactured Components:**

- If the original manufacturer sends D&S a brand-new replacement, that replacement will either be sent to the customer as a spare or a credit will be provided to the customer and the part is returned to stock
  - If the original manufacturer returns the item and it was evaluated as fully functional, that item will be sent back to the customer and the customer will pay the freight.
  - If the original manufacturer determines that the item can be repaired but that repair cost is not covered under their warranty, D&S will coordinate with the customer before authorizing any charges. The repair and freight charges will be the responsibility of the customer.
  - Any charges incurred by D&S from the original manufacturer on warranty parts (evaluation fee, etc.) will be passed on to the customer. If out of warranty or warranty is voided, it will be handled under the Repair/Return policy.
  - All Returns are to go through D&S' evaluation process to determine next step and if credit is issued or not.
  - Time Limit: 12 months from ship date coverage on all D&S built equipment.
    - This does not include invoice sale items or re-sale equipment.
  - Freight: The shipping party pays freight. Customer pays freight back to D&S and D&S pays for freight back to customer at UPS ground or common carrier rates.
  - Repair/Return: Components under warranty will be replaced with new or rebuilt at D&S discretion. If out of warranty Customer must provide direction (to repair or not repair) within 30 days. Customer pays for repair. Components will be scrapped after 30 days.
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#### **D&S Manufactured Components:**

- 12 months from ship date on any defect in material and workmanship.
- All Returns will go through D&S' evaluation process to determine the next step and if credit is issued or not.
- Freight: The shipping party pays freight. Customer pays freight back to D&S and D&S pays for freight back to customer.
- Labor: For FSS installed equipment, labor chargers are covered for 90 days from date of installation for any approved warranty parts claim under the 1 year warranty plan.

<b><i>LABOR RATES</i></b>	<b><i>Chemical Customer</i></b>	<b><i>Non-Chemical Customers</i></b>
	<b><i>\$125/hr</i></b>	<b><i>\$175/hr</i></b>



## D&S CARWASH EQUIPMENT COMPANY POLICY

# ***D&S IQ-MAX CONDITIONAL 2-YEAR WARRANTY***

### **Warranty Validity**

- The IQMax 2-Year Warranty supersedes the D&S Standard 1-Year Warranty based on the customer purchasing all the chemicals used by the IQMax directly from D&S Car Wash Supply or D&S Field Sales & Service beginning at the time of equipment startup and continuing for the entire duration of the warranty period.
  - At no time will Hydrofluoric Acid (or any combination of chemicals that can generate Hydrofluoric Acid) be used within the machine's chemical delivery system or in the immediate vicinity of any parts of the IQMax.
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### **D&S Manufactured Components:**

- 24 months from start-up date on any defect in material and workmanship.
  - What's Covered: IQ Carriage, Pump Stand, Support Structure, including any wear parts within mentioned items.
  - Defective parts are replaced with new whenever possible.
  - Freight: The shipping party pays freight. Customer pays freight back to D&S and D&S pays for freight back to customer. If NDA is requested, D&S will only pay the UPS ground portion. The customer is responsible for the difference.
  - Part must pass evaluation process, any part deemed to be good will be returned to customer. Customer pays freight for return.
  - Labor: For FSS installed equipment, labor charges are covered for 90 days from date of installation for any approved warranty parts claim under the 2 year warranty plan.
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### **Non-D&S Manufactured Components:**

- If the original manufacturer sends D&S a brand-new replacement, that replacement will either be sent to the customer as a spare or a credit will be provided to the customer and the part is returned to stock
- If the original manufacturer returns the item and it was evaluated as fully functional, that item will be sent back to the customer and the customer will pay the freight.
- If the original manufacturer determines that the item can be repaired but that repair cost is not covered under their warranty, D&S will coordinate with the customer before authorizing any charges. The repair and freight charges will be the responsibility of the customer.
- Any charges incurred by D&S from the original manufacturer on warranty parts (evaluation fee, etc.) will be passed on to the customer. If out of warranty or warranty is voided, it will be handled under the Repair/Return policy.
- All Returns are to go through D&S' evaluation process to determine next step and if credit is issued or not.
- Time Limit: Up to 24 months (dependent on the original manufacturer's warranty) from ship date.
- This does not include invoice sale items or re-sale equipment.
- Freight: The shipping party pays freight. Customer pays freight back to D&S and D&S pays for freight back to customer at UPS ground or common carrier rates.
- Repair/Return: Components under warranty will be replaced with new or rebuilt at D&S discretion. If out of warranty, Customer must provide direction: (to repair or not repair) within 30 days, Customer pays for repair. Components will be scrapped after 30 days.



## D&S CARWASH EQUIPMENT COMPANY POLICY

### D&S INVOICE SALE WARRANTY

- Non- D&S manufactured components: Warranty is tied to the vendor's warranty conditions. D&S will exchange, credit, and supply parts based on vendors warranty RMA.

### RETURNS POLICY

- All returns require an RMA# to be issued by the D&S Returns Department. The Returns Departments E-Mail is as follows: [returns@dscarwash.com](mailto:returns@dscarwash.com)
  - Forms must be filled out and sent to Returns department, for each part being returned.
  - RMA will only be issued to the original purchaser of the item being returned.
  - Types of Returns
    - **New Part Returns:** Customer returning a wrong item and is sending back for credit. Part must be in the original packaging like new for sale and restocking. RMA must be issued within 30 days of Invoice date. Customer pays for return freight. A 50% restocking fee will be charged on invoice items over 30 days old and on new parts taken out of a kit or off an assembly.
      - New electrical components being returned require testing before credit is given.
    - **Warranty Returns:** Covers failed components. RMA # must be issued within 7 days of failure (within warranty period)
    - **Repair \ Return:** Some vendors will repair out of warranty part for a fee, all costs associated with repair and return will be passed on to Customer.
    - **Customer Supplied Parts:** Parts to be included in D&S builds must have an RMA number to allow for D&S to track it. *D&S will NOT cover any warranty on said parts under our policy.*
  - If No RMA# has been requested or created, return of an item will not be accepted, it will be returned to customer at their expense or scrapped after 30 days.
  - Disassembled parts or kits missing parts will not be credited, and will be returned to customer at their expense or scrapped after 30 days.
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### RMA PROCESS STEPS:

- Contact Returns Department, via Email
- RMA Information form filled out completely
- Create and issue RMA # and issue a call tag, when applicable
- Component is sent back to D&S, with RMA # and RMA form completed
- Returns department evaluates returned Component:
  - a. Is component good or bad? If good item is sent back to customer at their expense.
  - b. Check serial # to determine warranty policy coverage.
  - c. Determine which policy part falls into: (New Returns, Repair& Return, IQ 2yr Extended, D&S Standard 1yr
  - d. Component must be tied to a prior invoice number to insure the component was purchased from D&S for credit to be issued.
  - e. Is it the right component, the one spelled out in the associated RMA# issued to the Customer? Customer pays freight for returned part, if incorrect part is sent to D&S.
  - f. Is it complete and in the original form, nothing is missing? IF not, no credit issued.
  - g. Has it been damaged? If yes, no credit issue.
  - h. What is the conditions of the part, is it from the machine in question (Serial number and Date Codes match, overall appearance of the part matches the length of time it has been in operation). If not, no credit issued.



#### D&S CARWASH EQUIPMENT COMPANY POLICY

- i. Component is determined to have FAILED in normal operating conditions, follow applicable Warranty policy.
- Component failures due to acts of God (Flooding, Lighting Strike, Tornado, Hurricane, Fire, Earthquake...), collision damage, improper use, installation or operation, damage from Hydrofluoric Acid or equivalent dangerous and highly corrosives compounds or due to a Break-in \Robbery are not covered under any of D&S's Warranty Policies.