



"Excellence...Inside and Out"

140 Mendel Drive
Atlanta, Ga
Ph: 404 699-1521
Ph 800 743-6009
Fax: 800-743-7784

A1 COMPRESSOR, INC. POLICIES AND PROCEDURES

PRODUCT WARRANTY

All A-1 products fall under our comprehensive 12 month from date of invoice Limited Warranty. A1 warrants its products to be free from defects in workmanship and materials. A1 will repair or replace without charge any part(s) or compressor(s) returned which examination shows to the satisfaction of A-1 Compressor to be defective. A1 will ship a replacement item under the terms of this warranty within 5 days of notification of defect by the customer.

This warranty excludes A-1 Compressor, from any labor cost, refrigerant expense, freight cost, or consequential damage, incident to the replacement of a part, parts, or compressor under this warranty. This Limited Warranty may be voided if the following conditions exist. These are for example purposes only and may not be representative of all conditions under which a warranty may be voided.

1. **No affixed name plate**
2. **Free water in compressor**
3. **Broken crankshaft or casting**
4. **Compressor is not replaced with an A-1 remanufactured compressor**
5. **Abuse, i.e. lighting, liquid slugging, bearing wash out, single phasing, etc.**

To be eligible for applicable warranties, the product must be received in A1's warehouse within **45** days of date of failure. A-1 requires proof of sale for any compressor returned for warranty that failed beyond **20** months from the date of manufacture.

All Warranty Returns are to be shipped on a prepaid basis at the customer's expense.

No warranty returns will be received without an accompanying **Product Warranty Tag**. The product Warranty Tag number must be written on the outside of the shipping container.

If upon inspection, A1 finds the returned item to be free of defect, a **25%** restocking charge will be applied to the customer's account along with any applicable freight charges, if any.

Upon inspection, if the item is found to be defective a credit will be issued to the customer's account. This credit may be delayed when the installation and failure dates and the nature of the defect is not specified on the return paper work.



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SALES POLICIES

TERMS:

A1 offers all of its customers the opportunity to apply for Open Account Status. Upon credit approval, A1 will extend 30 day payment terms that will apply to all purchases. Accounts that reach **45 Days Past Due** status will be placed on **Credit Hold** until past due balances have been received. All past due accounts will be subject to a **1 ½%** monthly service charge (18% per annum).

MINIMUM ORDERS:

A1 has a minimum order amount of \$25.00 net of freight charges.

FREIGHT:

All shipments are FOB A1 Warehouse, Atlanta, Georgia. A1 aggressively negotiates its cost to ship and is pleased to pass our savings on to our customers. A1 will be pleased to make the freight arrangements on behalf of our customer's which often are on a discounted basis.

RETURNS:

No returns will be accepted without prior authorization. An A1 issued **Product Warranty Tag** must accompany the return and the **Tag Number** must be written on the outside of the container. A-1 requires proof of sale for any compressor returned for warranty that failed beyond **20** months from the date of manufacture.

All product returns are to be shipped on a prepaid basis at the customer's expense.

In addition, the following Policies and Procedures will apply:

RESTOCKING CHARGES:

Item returned outside of A1's Warranty Policy must be approved prior to shipping to A1's warehouse and be in new, unused condition. All returns must be shipped in original packaging. A **30%** restocking charge will be applied to the customer's account.

CORE RETURNS:

All CORE returns must be received at A1's warehouse within **90** days from date of invoice. A1 reserves the right to refuse any and all **CORES** returned after the expiration of the **90** day period. Subsequently, full credit may not be issued but instead a salvage value may be applied.

MISSING PARTS:

All returned product must be complete as shipped by A1. Credit may not be issued if all parts are not returned. There will be an additional charge for any 4R and 6R Copeland Compressors returned without a control module. Additional charges may be assessed for missing parts as deemed necessary.



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DISCLAIMER:

A1 will not be held responsible nor be held liable for any damage that results from the use of their products either during or after the 12 month warranty period. This exclusion includes but is not limited to; loss of refrigerant, refrigerant oil spills, food spoilage, production losses, loss of sales, personal injury and property damage. A1 will not warranty any losses that occur as a result of a compressor failure caused by any natural disaster.