



-WARRANTY POLICY-

ARTICLE 1 – GENERAL

1.1 **Warranty.** Subject to the terms and conditions herein, Sosco Ltd. (“**Sosco**”) warrants that the EZ-PAC Truck Tray™ (the “**Product**”) shall be free from defects in materials and workmanship for a period of one (1) year following the date of purchase (the “**Warranty Period**”).

1.2 **Exclusions.** The Warranty does not cover:

- a) Routine replacement of parts due to normal wear and tear arising from use and the Product or parts thereof being exposed to the elements.
- b) any damage or defect attributable in whole or in part to misuse of any Product or parts thereof.
- c) any damage or defects due to improper assembly or installation of the Product.
- d) Damage caused by the Customer’s willful misconduct or negligence.
- e) Damage due to any other causes unrelated to defective materials or workmanship.

1.3 **Warranty Coverage.** For defects covered by the Warranty, Sosco will, or will cause its manufacturer to, at no additional cost to the original purchaser, replace or repair such defective parts.

1.4 **Non-Transferable.** The Warranty is valid to the original purchaser only and is non-transferable.

ARTICLE 2 – CLAIMS PROCESS

2.1 **Initiate Warranty Claim.** In order to initiate a Warranty claim, the original purchaser must notify Sosco of any defect to the Product within the Warranty Period by email at customerservice@ezpactrucktray.ca and provide the following information:

1. Proof of purchase (copy of your original receipt).
2. Product Identification Number, if applicable.
3. Explanation and photos to support the claim.
4. Contact name, number, e-mail address.

2.2 **Review of Claim.** Upon receipt of the requested information from you, Sosco will:

1. Review your Warranty claim; and
2. Advise if your claim is covered under the Warranty within 15 business days.

2.3 **Warranty Claim Valid.** If Sosco determines your claim is covered by the Warranty, it will advise you whether the defective part needs to be returned (see below) and will (or will cause its manufacturer) at no additional cost to you, to repair or replace the defective part and send it back to you. If a repair or replacement is not commercially viable, as Sosco determines in its sole discretion, Sosco will provide a full refund of the Purchase Price for such defective Product.

DO NOT RETURN ITEMS TO US UNLESS YOU ARE ADVISED TO DO SO IN WRITING.

In the event that a defective part or Product **IS REQUIRED TO BE RETURNED** pursuant to the Warranty claim, Sosco will email you the following information with instructions for shipping and you will have to return the defective part to Sosco at the address provided below within 30 days of the receipt of such information:

- i. Product Return Authorization Number (PRA #)
- ii. Shipping label

2.6 **Warranty Claim Not Valid.** If Sosco determines the claim is not covered by the Warranty, it will contact you with the details/explanation for our decision.

Please note that any dispute as to whether a product falls within our stated warranty exceptions above will be determined by Sosco, acting reasonably.

ARTICLE 4 – OTHER PROVISIONS

Other Provisions

1. No modifications of this Warranty shall be effective unless in writing and approved by all parties.
2. Sosco's aggregate liability to you is limited to this Warranty and is in lieu of all other product warranties, either express or implied, for any particular purpose, including without limitation any implied warranties and conditions of merchantability, merchantable quality, non-infringement and fitness for a particular purpose and those arising by statute or otherwise in law or from a course of dealing or usage of trade.

If you have any questions regarding your Warranty, please contact Sosco at 1-877-748-2924 or email customerservice@ezpactrucktray.ca .

All Returns Must Be Sent To:

Sosco Ltd.
c/o Pan-Oston Ltd.
660 Neal Drive
Peterborough, Ontario
K9J 6X7