

WARRANTY AND WARRANTY PROCESS

Outlined below is the warranty policy provided to purchasers of Rehrig Pacific Roll-Out Carts. Rehrig Pacific approaches their warranty policy in a manner that will greatly minimize the time and effort of your staff in dealing with warranty issues. We consider all warranty issues as a learning tool that will enable us to take the proper steps to virtually eliminate future product failures. The primary goal of the warranty process is to learn from our product failures and improve our carts and components accordingly. Our cart line has performed extremely well in the field over the last 30 years with minimal failures. Customers across the country will attest to the ease of dealing with Rehrig Pacific Company regarding warranty issues. Most importantly, we have never disputed a legitimate warranty claim. Any component that fails during the 10-year warranty will be repaired or replaced as specified in our warranty document.

This is a certified statement that Rehrig Pacific Company guarantees a full parts and service facility to maintain the containers for all buyers. Rehrig Pacific Company has six (6) primary manufacturing plants that produce roll out carts and inventory a continuous supply of parts. Rehrig Pacific Company's manufacturing plants stock and manufacture lid pins, lids, and carts. We continuously hold a large supply of all parts. We will provide replacement components (wheels, axles, end caps, lid pins, etc.) within five business days and replacement carts and lids within 30 business days.

If the city were to submit a warranty claim on their own, the City will simply need to provide a standard form (provided by Rehrig) including, city name and customer ID# on the top of the sheet. Sample template seen below. Your customer ID# is a 5-digit alphanumeric code which can be found on a previous invoice or sales order from Rehrig Pacific. Using a separate form for each cart size (35, 65, or 95-gallon) please list the serial numbers of the damaged carts and the 2-letter warranty code which best describes the location of the failure.

Please e-mail completed forms to your local Rehrig Sales or Customer Service Representative, and the claim will be processed within 5 business days. Once the claim is processed a copy of the validation report will be sent to the City for their records. A sample of a previously validated claim (below) is included for reference. A serial number can come back invalid for a couple of reasons: the number incorrectly logged on the warranty form, or if that serial number is listed under another link in our system. For serial numbers listed under other links, we rerun them and typically will find them at that time. The valid serial numbers are tracked in our database and held until the city approves us to use the valid carts toward their next purchase. The carts are replaced at no charge to the city 1 for 1. So, for each returned cart, the city gets a new cart that takes over the remainder of the original carts warranty.

Rehrig Pacific Company - Roll Out Cart Limited Warranty

Rehrig Pacific Company warrants that its standard Roll Out Cart products when purchased new will conform to all applicable manufacturer's specifications, will be free from defects in material and workmanship, and will be fit for normal use in accordance to the terms below from the original date of purchase. The coverage under this warranty includes performance of the cart body, lid, lid attachments, wheels, axles, locks, and all hardware included with the purchased containers, and expressly excludes the normal wear and tear of graphics (including lid graphics). It is the responsibility of the buyer to ensure the product is fit for their specific application and that proper education and training has been provided throughout their collection process. This warranty applies only to the first purchaser of the covered product.

10 Years	Body, lid and attachments, wheels, axle, grab bar
12 Months	Locks and any other lid restraint devices and associated hardware

Warranty Coverage Exclusions:

(1) use under circumstances exceeding specifications, (2) buyer or user abuse, improper operation, misapplication, induced contamination, overloading, misuse, negligence, or vandalism, (3) damage or failure as a result of incompatible, improperly installed, improperly operated, or defective tipping, lifting, or dumping mechanisms, (4) physical damage caused by wildlife, (5) damage due to handling practice inconsistencies as a result of undefined handling standards and/or training programs, (6) unauthorized or improper repair or alteration, including performance enhancements and/or modifications, (7) damage or failure as a result of neglect in inspections and maintenance in accordance with any published schedules provided by Rehrig Pacific Company, (8) damage or failure caused by natural calamities such as fire, storm, ice, hail, flooding, or high winds, (9) lock or opening issues caused by excessive ice, debris, or residue.

Administration of Warranty:

Any covered component that fails during the applicable warranty period will (at the option of Rehrig Pacific Company) be repaired or replaced and shipped to Buyer via standard ground shipping at no cost to Buyer provided that:

Buyer notifies Rehrig Pacific Company in writing no later than the end of the applicable warranty period of the claimed defect;

Buyer agrees that Rehrig Pacific Company shall have the right to inspect and test the allegedly defective product(s);

Determination of the cause of the alleged failure or defect shall be made in the good faith judgment of Rehrig Pacific Company;

Buyer agrees to return to Rehrig Pacific Company any defective product(s) being claimed. In order to receive a replacement part or warranty credit, Rehrig Pacific Company MUST receive the defective products / material. Buyer agrees to empty, disassemble and stack containers for shipment. Rehrig Pacific Company shall be responsible for arranging shipping and associated freight charges.

The serial number of the defective product(s) shall be submitted via email to Rehrig Pacific Company using Rehrig Pacific's electronic warranty form. Each serial number must be accompanied by the appropriate warranty code identifying where the failure occurred. (* *Warranties submitted outside of Rehrig Pacific's electronic form will not be accepted*)

Any replaced component will assume the remainder of the applicable warranty from the product's original purchase date.

Buyer is responsible for the removal and redeployment and/or reinstallation of any warrantied carts or components.

Buyer may contact their Rehrig Pacific Company Customer Service Representative with questions regarding their Roll Out Cart product and this warranty.

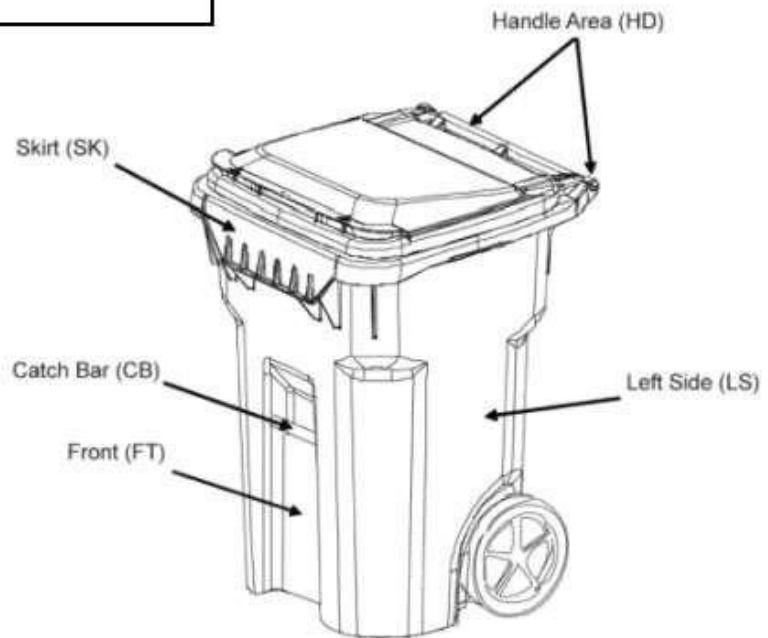
Rehrig Pacific Company will not be liable for any incidental or consequential damages, claims of loss of business, loss of profits, loss of income or any other losses or expense. Rehrig Pacific Company's liability shall not, under any circumstances, exceed the purchase price of the allegedly defective product. This warranty is in lieu of, and Rehrig Pacific Company expressly disclaims, any other warranty, express or implied, including any implied warranty of merchantability or fitness for a particular purpose.

Rehrig Pacific Company reserves the right to deny any claim under this warranty unless the purchaser is current on all outstanding invoices.

Many jurisdictions have codes and regulations governing sales, construction, installation, and/or use of products for certain purposes, which may vary from those in neighboring areas. Rehrig Pacific Company cannot guarantee compliance with such codes or regulations and cannot be responsible for how the Roll Out Cart product is deployed or used. Before purchase and use of a Roll Out Cart product, review the product applications, and all applicable national and local codes and regulations, and be sure that the product, installation, and use will comply with them.

Warranty Code and Location Key

<u>Code</u>	<u>Location</u>
SK	Skirt (Upper Lifting Point)
CB	Catch Bar
AX	Axle Area
BK	Back of Cart
FT	Front of Cart (Not Skirt or Catch Bar)
LS	Left Side
RS	Right Side
HD	Handle Area



Once a completed warranty form has been provided to either the Sales Representative or the Customer Service Representative, along with the respective serial number of the container associated with the damage, a credit will immediately be added to the City's account for the part, component or entire container.

It is preferred but not required that the City submit enough warranty containers to meet Rehrig Pacific's standard minimum order requirement, of 112 carts. Once the warranties have been validated, Rehrig Pacific will arrange for the production and shipping of replacement carts to a designated location within the City.

Carts to be returned for warranty will then be picked up, and brought back to a Rehrig Pacific facility to be recycled and reused in new products within 30 business days. Rehrig Pacific will coordinate all shipping logistics and costs associated with the return of our products.

[illegible]

From: warranty
Sent: Thursday, May 23, 2019 8:13 AM
To: Angelique Wright
Subject: Validation Report - 5/23/2019 6:13:03 AM

Validation Report

Thursday, May 23, 2019 - 6:13:03 AM

Batch ID: B155862074422269

Bill-To Num: CA145

Bill-To Name: CITY OF CALGARY

Ship-To Num: CA145

Ship-To Name:

Model No: 65

Total Valid Claims: 39

Total Invalid Claims: 9

Serial Number	Validation Error	Reason	Reason Description
G1115290	4: Original Serial number not found	FT	Front of Cart
G12297327	4: Original Serial number not found	FT	Front of Cart
G12297469	4: Original Serial number not found	FT	Front of Cart
G13002308	4: Original Serial number not found	BK	Back of Cart
G13004166	4: Original Serial number not found	LS	Left Side
G14007694	4: Original Serial number not found	RS	Right Side
G14010602	4: Original Serial number not found	FT	Front of Cart
G14011614	4: Original Serial number not found	RS	Right Side
G15308979	4: Original Serial number not found	FT	Front of Cart
G10010855	No Errors Found	FT	Front of Cart
G10028077	No Errors Found	FT	Front of Cart
G10034008	No Errors Found	FT	Front of Cart
G10047106	No Errors Found	LS	Left Side
G10053524	No Errors Found	BK	Back of Cart
G10073163	No Errors Found	FT	Front of Cart
G10084683	No Errors Found	FT	Front of Cart
G10096365	No Errors Found	FT	Front of Cart
G10096472	No Errors Found	RS	Right Side
G10096680	No Errors Found	FT	Front of Cart
G10117212	No Errors Found	HD	Handle Area
G11127433	No Errors Found	FT	Front of Cart
G11158614	No Errors Found	FT	Front of Cart

Warranty Cart Return and Reclaim Program



Rehrig Pacific Company has recognized the growing crisis surrounding the country's landfills. In an effort to alleviate this situation, we are closing the loop on recycling. Rehrig is committed to all "Huskylite" container customers. This commitment means that Rehrig will repurchase all non warrantied "Huskylite" containers at the end of their useful life. The repurchase will be at the current rate for scrap high density polyethylene (HDPE) at the time of sale, (X) multiplied by the number of pounds of material that is retrieved from each container minus the shipping costs. This amount can be used as a credit towards additional "Huskylite" containers, which can contain a said percentage of this recycled material.

This commitment to recycling is another reason why Rehrig Pacific Company is one of the largest container manufacturers in the country. **Reduce, Reuse, Recycle** is much more than just a slogan at Rehrig Pacific Company, it's both our history and our future. For over a century, Rehrig Pacific Company has provided containers to various industries all over North America. Throughout our history, environmental awareness and sustainability have been cornerstones of our company and we strive to improve our efforts daily.

In the early 1970's, using new grades of recyclable resins and high pressure injection molding, Rehrig Pacific Company began to develop environmentally friendly products. Advances in technology and the demand for durable products have, over time, increased the need for robust collection containers that utilize the highest level of quality resin available. We manufacture our containers with the most amount of resin in the market today to ensure that the life of our containers can be maximized well beyond their 10 year warranty. Unlike some in the industry, we do not believe that having less plastic in a container sends a sustainable message. Less plastic means a cheaper product, which no city should want. A cart with more resin, requires less maintenance/repair and mitigates the need for replacement, which decreases production and costly over the road shipping. We do believe that it is important to bring quality containers closer to our customers, which is why we have invested in (8) production plants nationwide. More locations mean shorter freight lines, less carbon emissions, and decreased impact on the environment.

Today, all of Rehrig Pacific Company's refuse and recycling products are **100% recyclable**. In addition to buy back program and reprocessing any of our own products, this year, Rehrig Pacific Company is trending to use nearly **60 MM** pounds of recycled plastic coming from both post- industrial and post-consumer waste streams. Every Rehrig Pacific product made can be recycled into another Rehrig product at the end of its service. Eco-friendly products are not just good for the environment; they are good for business and an integral strategic part of how we operate.

We take great pride in our efforts to create a "waste free environment," and our production is a prime example of this initiative. Rehrig Pacific's Zero Waste Production Processes ensure that all scrap resin, packaging, and byproduct is reused in the manufacturing process. No aspect of our cart production is wasted; we even recirculate cooling water used in our molds and reclaim our hydraulic fluid. We believe that less waste increases efficiencies while decreasing cost, which our customers are able to take full advantage of.

To ensure that Rehrig is able to safely and effectively recycle broken roll out carts, please make sure the following standards are followed.

- Carts must have wheels and axles removed from all but the bottom cart.
- Carts must be free of debris and trash
- Carts must not have standing water in them. Please tip all carts before loading to ensure they are free of water. Rain water will accumulate in stacks of carts. Rehrig recommends that if these carts are stored outdoors they either be stacked up-side down or tipped before loading to remove water.
- Lids that are not attached to a cart must be stacked on a pallet and banded crossways. Lids may not be stacked loosely in a truck, wedged between carts or stacked on top of carts
- When loading a trailer please be sure all carts are loaded upright and stacked tight against each other. Sample pictures below:
- Different sized carts should not be nested together. Please make individual stacks of each size.
- Toter and Zarn branded carts should not exceed 5% of total volume unless specifically agreed upon ahead of time.

Loads that fail to meet the above requirements are subject to rejection by the pick-up driver or may be charged an additional handling fee.