

Performance Guarantee Advanced Poly-Packaging, Inc.

EQUIPMENT CAPABILITY

Advanced Poly-Packaging, Inc. (APPI) guarantees that each supplied system will meet or exceed the designed level of performance. In the event the system does not achieve the designed performance, APPI will provide additional resources to make corrections at no cost or refund 100% of the original purchase price. Newly purchased equipment of the same model will also be covered by this performance guarantee with written approval of Advanced Poly, Inc.

PERFORMANCE GUARANTEE

The APPI System will perform as stated in our quoted Product Evaluation. Performance testing will be performed prior to shipment with customer-supplied product and materials and customer will confirm that the equipment performance is acceptable prior to shipment based on supplied video or acceptance test at our facility.

Should performance problems arise after installation, the customer must be aware that unfamiliarity or training issues, changes in settings, material changes or tolerance, changes in loading methods, changes in product characteristics, or other conditions will affect performance levels. Operators not familiar with the equipment will take longer to load new materials, will load slower and may change settings which will affect performance. Quality of the materials supplied to the machine may also affect performance.

Prior to making a service call, the customer agrees to provide any requested settings, products, pictures, videos or other descriptive tools to help diagnose any claim of performance problems. Advanced Poly personnel will promptly provide all possible assistance without charge to overcome performance problems. However, if the issues causing the performance issues are not equipment related, APPI will offer recommendations to remedy the issue.

If equipment performance problems cannot be overcome for any reason after attempting to correct problems with customer assistance and the equipment does not perform to these standards, Advanced Poly will make all necessary changes at no charge to the customer. However, if it is found that the non-performance of the Advanced Poly equipment is due to the operational techniques of the customer's operator(s) or caused by product(s) not previously tested by APPI, then the customer will be charged in full for the service call.

The customer is responsible for training and familiarizing all operators and maintenance personnel with proper Advanced Poly equipment operations and troubleshooting techniques.

Terms and conditions

- APPI must quote and supply the equipment as quoted, including all service, installation and training quoted.
- Buyer must purchase the equipment according to APPI's quoted terms and conditions.
- Buyer will complete a pre-installation checklist upon APPI request.



Advanced Poly-Packaging, Inc.

1331 Emmitt Road • Akron, OH 44306 • 1-800-754-4403 • fax 330-785-4010 • www.advancedpoly.com

- Buyer will prepare for APPI installation by providing necessary space, air supply, electrical supply, operator personnel and maintenance personnel. These personnel must be present when requested by APPI's service technician.
- Buyer pays all invoices within terms.
- Buyer must complete a written notice of performance deficiency within 90 days of the original invoice date.
- APPI will provide or authorize an on-site evaluation to remedy the deficiency.
- Buyer will provide a reasonable timeframe for deficiencies to be corrected.
- APPI will provide a return authorization if the deficiencies are not corrected.
- Buyer will return the system complete and in like new condition.
- APPI will inspect the equipment upon return and promptly refund the purchase price of the equipment (excluding freight, service or other related charges).