



Product Liability Procedure - Introduction

With the large number of heat exchange products that Reach sells into the marketplace, it's possible that occasionally one of these units fail due to defects in manufacturing.

Our consequential damage claim procedure outlined below is to be used in such cases. Examples of consequential damage would include things like: transmission failures due to leaking transmission oil coolers.

Engine damage due to driver negligence by continuing to operate an overheating vehicle, is not covered.

This procedure is not intended to cover "normal" defects which do not cause damage to a vehicle and those cases should be handled through our normal defect return policy. The intent of this policy is to ensure fair and equitable treatment for a problem which causes damage and inconvenience for our customers.

The purpose of any settlement of a claim is to return the vehicle to the condition it was in prior to the installation of our product. Therefore, when honoring a claim, we will utilize rebuilt parts where possible in place of new ones.

Our customers usually share in the costs associated with paid claims. Also note that claims for extraneous expenses such as rental cars, hotel bills and lost time from work will not be honored.

All alleged defective parts along with paid receipts for work performed will be reviewed by management and if found to be the cause of the problem, the claim will be honored and paid in a reasonable settlement. Please note that the submission of a claim does not guarantee payment.



Claim Procedure

1) Call our Customer service dept. for a Consequential damage claim RGA #.)

2) Complete a Consequential Damage Claim Form.

3) Package unit properly along with:

*Completed Consequential Damage Claim Form

*Original purchase receipt

*PAID REPAIR receipts. Claims will only be processed from paid customer receipts. (Estimates may be submitted for approval, but claims will not be processed until the paid receipts are received.)

4) Ship unit to:

Reach International, Inc.
Attn: Claims Department
625 E 10th Ave
HIALEAH, FL 33010

Reach will receive unit and assign a "Tag" number which will identify the unit and initiate the process.

The unit will be tested and results available within 4 weeks of receipt.

Management will send an itemized letter directly to the Reach customer explaining the test results and final decision.

Maximum amount paid on a claim will be the lesser of \$2,500.00 or Kelly blue book value of the affected vehicle. All repairs are subject to average published labor times as found in Mitchell or Chilton estimating guides and standard rates as applicable by region.

If the claim is honored, a credit will be issued to the customer's account.