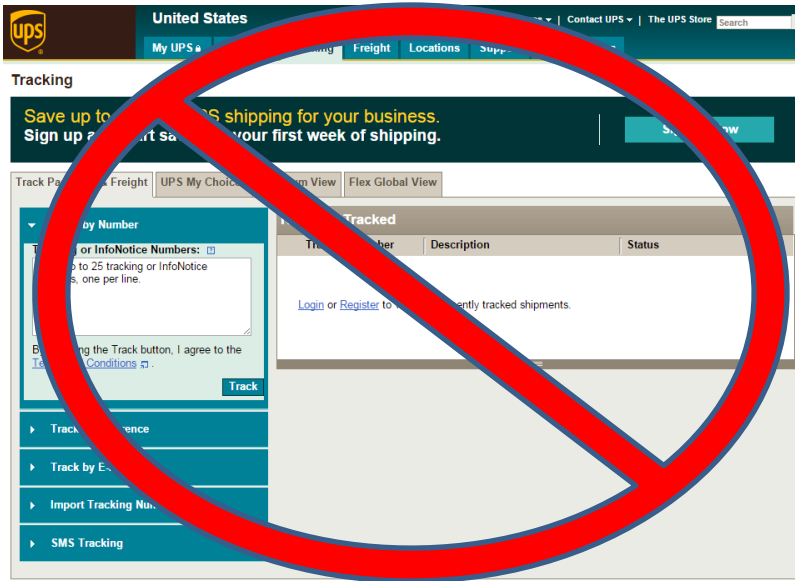


Procedure for using UPS for warranty parts return

1. Can not use UPS website for the return



2. You must fill out a paper waybill from UPS

The image shows a UPS WorldWide Services Waybill form. A large red watermark reading 'EXAMPLE - DO NOT USE' is overlaid diagonally across the form. The form is divided into several sections:

- SHIPPER'S UPS ACCOUNT NO.** and **SHIPPER'S IDENTIFICATION NO.** (for customs purposes).
- NAME OF SENDER** and **TELEPHONE NO. (VERY IMPORTANT)**.
- COMPANY NAME AND ADDRESS** (including Postal Code).
- POSTAL CODE** and **COUNTRY**.
- RECEIVER'S UPS ACCOUNT NO.** and **RECEIVER'S IDENTIFICATION NO.** (for customs purposes).
- NAME OF CONTACT PERSON** and **TELEPHONE NO. (VERY IMPORTANT)**.
- COMPANY NAME AND ADDRESS** (including Postal/ZIP Code).
- POSTAL CODE** and **COUNTRY**.
- PAYMENT CATEGORIES** (Shipper, Receiver, Third Party).
- BILL DUTIES AND TAXES TO (DUTIABLE SHIPMENTS ONLY)**.
- SHIPMENT INFORMATION** (Number of packages, weight, dimensions, and service level).
- DESCRIPTION OF GOODS** and **DECLARED VALUE OF SHIPMENT**.
- SHIPPING CHARGES** (Transportation, Declared Value, Other).
- DATE OF SHIPMENT** and **SHIPPER'S SIGNATURE**.
- COUNTRY OF ORIGIN (MANUFACTURE) OF GOODS**.

3. Put our account number (6R074Y) on the form and mark the box 3rd party bill
4. If you do not have daily pick up and need to call UPS for pick up, do not give them our account number over the phone, just tell them you have a pick up
5. If you have any questions please feel free to contact Donna Laird at 800-450-2211