



WARRANTY ADMINISTRATION

PEMCO's Warranty Administration is a Product Support function and is responsible for administering and controlling the company's warranty policy. There is a close and on-going working relationship between Product Support and Warranty Administration. The goals of Warranty Administration are to:

- Administer warranties in a fair and straight-forward manner in accordance with the applicable contractual warranty terms
- Respond promptly to each customer concerning any warranty claim or potential warranty claim
- Assist the customer in solving the customer's problem as efficiently and expeditiously as possible in accordance with the terms of the contract
- To work with Product Support in determining the root causes of validated warranty claims and to assist in correcting such causes

TERMS AND CONDITIONS OF PEMCO'S WARRANTIES

The terms and conditions of the various warranties provided by PEMCO are established in the applicable contract with the customer. These terms and conditions vary from product to product and customer to customer, so it is important for the customer to review and understand the specific terms and conditions that apply to their specific contract.

Warranty Administration is available at any time to assist with questions the customer may have concerning the applicable terms and conditions of the specific warranty.

WARRANTY CLAIM PROCEDURES

Warranty Claims Procedures are usually defined in each customer's contract. Procedures should be followed to control how warranty claims are handled pursuant to the contract.

If the customer suspects there is a warranty claim, the warranty claim form found in the contract or on the PEMCO Website should be completed and sent to the Manager, Product Support and the Warranty Administrator.

The Warranty Administrator, upon receipt of the warranty claim, will promptly perform an investigation to determine the validity of the warranty claim. The customer will be notified of the determination.



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If the customer requires prompt technical assistance, a replacement part immediately, or other services from PEMCO before the validity of the warranty claim can be determined, the customer will need to submit a payable purchase order to PEMCO. This enables PEMCO to respond quickly to the customer's request.

PEMCO cannot issue an internal work order or part order without having received the customer's payable purchase order. The customer's issuance of a payable purchase order in these cases does not mean the customer is suggesting or agreeing that the matter is not a valid warranty claim.

When the Warranty Claim is verified, PEMCO will notify the customer, and either convert the payable purchase order to a warranty purchase order or if the customer has already paid for such purchase order, PEMCO will refund the appropriate amount to the customer.

REPLACEMENT OF PARTS OR COMPONENTS

In most instances, the contractual terms provide for the failed or defective part or component to be returned to PEMCO for inspection. Please review carefully at the provisions in the contract to determine the disposition of the failed part. Following the written procedures will accelerate the repair and return of the part or component.

REPAIR CENTER FOR WARRANTY MATTERS:

PEMCO WORLD AIR SERVICES
WARRANTY PARTS/COMPONENTS
4102 N. Westshore Blvd.
Tampa, FL 33614 USA
Telephone: (813) 322-9662
john.miller@pemcoair.com

ASSISTANCE WITH WARRANTY MATTERS:

Warranty Administration will advise and assist the customer regarding warranty matters. To contact the Warranty Administration office by mail, phone, fax or e-mail:

PEMCO WORLD AIR SERVICES
WARRANTY ADMINISTRATION
4102 N. Westshore Blvd.
Tampa, FL 33614 USA
Telephone: (813) 322-9600 ext. 9566
judy.graham@pemcoair.com