



Defective Merchandise

Merchandise deemed to have a legitimate manufacturer's defect is to be returned to Up Down Air Systems, LLC. 1051 Olsen Street, #3911 Henderson, NV, freight prepaid. An RGA number is required, and credit is subject to inspection by Up Down Air Systems, LLC. specialists.

Merchandise deemed not to have a legitimate manufacturer's defect will be made available for return to customer, freight collect, or will be disposed of at Up Down Air Systems, LLC.

Claims for Shortage, Overage, and Damage in Transit

Claims for shipments containing short shipments, over shipments, or damaged merchandise must be reported to Up Down Air Systems, LLC. within (7) days from receipt of order. Up Down Air Systems, LLC. will investigate all such claims, and render a decision, including supporting facts and evidence, within (7) days of incident report. All decisions will be binding.

The terms of this agreement are subject to change for non-compliance, without prior notice, to any of the above agreed upon items.

Up Down Air Systems, LLC.

Company Name

Name & Title

Name & Title

Signature & Date

Signature & Date

Up Down Air Systems, LLC. Executive Approval

Scott Poncher, President

Signature

Date