

Stress Relief Engineering “FORMULA 62” International Three (3) Year Limited Warranty

Through its international sales organization, Dreyfus Global Trade LLC (DGT), Stress Relief Engineering Co. (SRE) warrants this product to the original purchaser for a period of three years from the date of purchase (date of DGT invoice) against defects in material or workmanship, except for ink pens.

SRE warrants the ink pens contained in this product to be free from defects in material and workmanship, for a period of thirty (30) days from date of purchase (date of DGT invoice).

Purchaser Responsibilities: The purchaser agrees to perform all preventative maintenance and care for the unit, in accordance with the instruction manual included with the unit.

What is covered: Under this warranty, the repair or replacement of parts, and labor, are covered, if SRE deems that it is because of defective material or workmanship.

What is not covered: This warranty does not cover damage or repair due to normal wear, damage which occurs in shipment, or any damage which results from alteration, misuse, negligence or use on current or voltage other than that indicated on the product. Repairs of this nature will be performed for a reasonable charge. Dealer labor charges for installing replacement parts are not covered by this warranty.

What to do: First, it is important to contact DGT with all information about the problem, including the model, serial number and details of the problem. Most problems and errors can be corrected over the phone in cooperation with the technician. One solution may only require one or more parts to be replaced, and these would be dispatched to you, without the necessity of returning the unit.

However, if it is determined that the unit must be returned to SRE for service, DGT will issue instructions and guide you through the process. During the 1st year DGT will cover all shipping costs. For the remaining 2 years of this 3 year warranty the purchaser is responsible for all transportation costs to and from SRE.

How to obtain warranty service: If you suspect you have a defective item, do not take the item apart, attempt repair or alter the product in any way. Doing so may make it impossible to determine the cause of the

problem. Any breach of this provision will void your warranty. Please contact Dreyfus Global Trade for a **return authorization number (RA)**. A copy of the original invoice and serial number from the unit is required when requesting the RA number.

Contact:

Dreyfus Global Trade, LLC.
521 Fifth Avenue [Suite 2130]
New York, NY 10175 USA
Telephone: +1 212 867 7700
Telefax: +1 212 867 7820

Place this RA number on the outside of the shipping container and on all correspondence. Then, contact Dreyfus Global Trade with dimensions and weight to arrange pickup and delivery to Stress Relief Engineering. **DO NOT SHIP WITHOUT OUR FURTHER AUTHORIZATION AND INSTRUCTIONS**

SRE will not accept freight collect shipments arriving at its door.

What SRE will do: If, upon examination, SRE determines that a part failed due to a manufacturing or material defect, it will be repaired or replaced at the factory's option. The item will be returned to you freight collect. If the item doesn't fall within the warranty provisions, SRE, through Dreyfus Global Trade, will notify you and proceed according to your instructions.

Previously Repaired Units: If a unit was previously returned for warranty or other repair work, Stress Relief Engineering Co. (SRE) warrants the products repaired or replaced, to the purchaser, for a period of ninety (90) days from the date of repair, against defects in material or workmanship.

THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND ARE LIMITED IN DURATION TO A PERIOD ENDING THREE YEARS FROM THE DATE OF PURCHASE. IN NO EVENT SHALL SRE BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER CONTRACT, TORT, OR NEGLIGENCE.

April 2008



Exclusive Export Manager

Dreyfus Global Trade, LLC. – 521 Fifth Avenue – Suite 2130 – New York, NY 10175 USA
Telephone: +1 212 867 7700 - Fax: +1 212 867 7820 - e-mail: info@DreyfusGlobal.com
Website: www.DreyfusGlobal.com