

VERSION 0.0.1 - 9-20-2018

## Genesis Warranty CLAIM Policy and CLAIM Procedure

1 - Dealer will evaluate the tool for misuse. If the tool shows signs of misuse, warranty claim will be averted. If after inspection it is believed the tool qualifies for service/repair/replacement under warranty, the Dealer must file a claim at <http://genesisrescuedealer.com/rnd>. The claim should be as detailed as possible with specifics of the defect thoroughly recorded and photographs submitted. Anytime during this process the tool must reference the RMA number that is assigned by the RMA web application.

**1 Internal - A Genesis Rescue Systems employee will be sent an email with this RMA ticket information**

2 - At this point the claim is sent directly to 3 key employees at Genesis Rescue Systems for evaluation. The Dealer can expect a claim response within 3 business days. If an expedited response is needed from the Dealer. Please call Genesis Rescue Systems Factory Service Center at 937-293-6240.

**1 Internal - The Genesis Rescue Systems Factory Service Manager will be responsible for establishing and maintaining open communications for all RMA warranty inquiry. The Genesis Rescue Systems Manufacturing and Logistics Supervisor will be responsible for Managing and maintaining open communication during warranty claims needing expedited Repair Services.**

3 - What to expect? At this point a Genesis Rescue Service employee will evaluate the claim. Due to the ever increasing logistics cost involved with returning tools for service, a Genesis Rescue Systems Service employee will work to solve the problem remotely. Problem solving will be attempted by one of several ways. This includes but are not limited to in App conversation via RMA web application, Text Message, Phone Call, or Video Call. In house service visits, service repairs or service consults by an outside individual not affiliated with Genesis Rescue System's daily operations must schedule this service with the Manufacturing and Logistics Supervisor.

**3 Internal - The Genesis Rescue Systems Factory Service Manager will be responsible for the evaluation of all warranty claims. Warranty claims should never be accepted without properly completed RMA ticket. The Service Manager will be responsible for initiating communications via, RMA web application, Text Message, Phone Call, or Video Call. The Service Manager can not schedule in-house, service visits, service repairs, service consults unless such an exemption**

**has been discussed with the Genesis Rescue Systems Manufacturing and Logistics Supervisor.**

4 - Upon the exhaustion of all attempts to negate the defect remotely. A Genesis Factory Service Manager will clear the tool for Factory Service Warranty work. The Dealer or user point of origin will be responsible for the cost logistically to ship the tool to Genesis Rescue Systems for Factory Service. A tracking number should be entered by the user/ Dealer into the RMA web application. Genesis Rescue Systems is not responsible for any reimbursement for logistics cost. Dealer or User must include a copy of the ticket associated with the RMA warranty entry. The RMA number generated in the web application should be referenced on the outside of the shipping container.

**4 Internal - The Service Manager will fill out a green ticket for service. The RMA number associated with the warranty claim will be written on the green ticket. The Service Manager will take the green ticket and copy of the RMA to the Receiving Manager. The Genesis Rescue Systems Receiving Manager will record the RMA via an online form located here <https://goo.gl/cyUfJc> marking the warranty claim for expedited receiving by Genesis Rescue Systems Receiving Department. The Genesis Rescue Systems Receiving Manager will create a red tag with the RMA number written on it. The Green Tag, Red Tag, and copy of the RMA Ticket will be put in a clear 3 ring sleeve and put into a binder in the Receiving area. Upon arrival of the tool to the receiving department, the clear sleeve containing the Red Tag, Green Tag, and RMA Ticket will be attached and the tool is put into the Service Department on the shelf labeled "New RMA Warranty Tools". The Genesis Rescue Systems Service Manager is responsible for tracking and managing all warranty shipments and shall alert the Dealer of arrival or non arrival of warranty RMA shipments.**

5 - When the warranty work is completed the tool will be sent back to the address stated on the RMA Ticket. If the ship to address differs from the address recorded at the time of filing the RMA Ticket. Notify the Genesis Rescue Service Manager as soon as possible. The Genesis Rescue Service Manager will then alter the RMA Ticket to reflect the correct ship to location address.

**5 Internal - At this point the tool on our end will go to one of three places, back to the Dealer/End User, Weber Rescue, Scrap yard.**

**If the tool is fixed and ready to be shipped back to the customer. The Genesis Rescue Systems Service Manager will destroy the Red Tag and place the tool into the shipping area for shipping. The Genesis Service Manager is responsible for recording the tracking number into the RMA web application for the RMA ticket associated with the warranty claim.**

**If the tool will be shipped back to Weber. The Green Tag will be destroyed by the Genesis Rescue Service Manager. The tool will then be placed into the Genesis Factory product non-conforming area Specifically for Weber Rescue Products and Tools.**

### **Product Replacement Policy**

Accepted warranty claims filed using the appropriate policies and procedures as stated by Genesis Rescue Systems will receive compensated pricing for items agreed to by either Genesis Rescue Systems, USA or Weber Rescue Systems, Austria, to be problematic or derelict. The Dealer will generate a purchase order for that specific part using \$0.00 for cost, that purchase order will then be sent to Genesis Rescue Systems. The purchase order must include an RMA number generated for the web application during the RMA Warranty process.

### **Demo Equipment Repair Policy**

All demonstration equipment that is in need of repair, should exhaust all efforts to repair the tool at the Dealers service department. If the Dealer service department is unable to repair the tool. Service Times at Genesis Rescue Systems can be expedited by calling Manufacturing and Logistics Supervisor at 937-293-6240.