



Tomoe USA Inc.
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CANCELLATION POLICY

TIMESCALE FROM PO DATE	% OF TOTAL ORDER CHARGE
PO Date - 7 days thereafter	2% (minimum of \$500 USD)
8 days thereafter - 14 days thereafter	10% (minimum of \$500 USD)
15 days thereafter - 30 days thereafter	25% (minimum of \$500 USD)
31 days thereafter - 45 days thereafter	60% (minimum of \$500 USD)
46 days thereafter - 60 days thereafter	80% (minimum of \$500 USD)
61+ days thereafter	100% (minimum of \$500 USD)

GENERAL PRODUCT WARRANTY

Tomoe Valve guarantees that products manufactured by Tomoe or bearing its name plate to be free from defects in material and workmanship under normal use and practice.

Tomoe will repair or replace, without charge, such products, excluding the transportation cost, if it is found to be defective on return to the Tomoe factory within 12 months after mechanical use or 18 months from the date of shipment whichever comes earlier.

The following exceptions are to be applied:

- 1) Use of the products other than in strict accordance with the products specification and operating instruction.
- 2) Repairing, attempting to repair, or modify the products (or replace any part of the same) using parts or additional components not manufactured or supplied by Tomoe.
- 3) Any defect in the products which is attributable wholly or partly to any drawings or specifications supplied or approved by the purchaser, to any materials supplied by the purchaser or to any bought in components or parts specified by the purchaser.
- 4) Any expendable parts, such as a seat ring, a gland packing, subject to fair wear-tear through usage.
- 5) Any malfunction due to poor maintenance in case of high frequency operation.
- 6) Any cause whatsoever that is beyond Tomoe control including act of war, act of god, flood, fire, earthquake and etc.

Tomoe will not be responsible for consequential damage of any nature whatsoever.

Tomoe reserves the right to change the design or stop the production of any products without notice. Neither spare nor repair parts may be available after 5 years of discontinuance of production for such products.