

TRIM SHOP RETURN PROCEDURES

1. Should a defect be found in one of our products, contact the jobber from whom our product was purchased and provide the part number, material, color, date of installation, Jobber invoice number and date, and reason for request for credit. As a rule TRIM SHOPS MUST RETURN PRODUCTS IN WHICH A DEFECT HAS BEEN REPORTED TO ROBBINS FOR INSPECTION BEFORE CREDIT CAN BE ISSUED, although exceptions can be made for international customers or due to unique circumstances.

2. Your jobber will contact Robbins and provide a **Customer Request Form containing our part number, material type and color; Bar Code Label Information, Jobber invoice number, the name, address, and telephone number of your shop, and reason for request for credit.** Robbins will issue a Return Authorization Number to your jobber to pass on to your shop. In the 48 continental states in the U.S.A., **Robbins will send a U.P.S. Call Tag to pick up our product. The Return Authorization Number must be written on the box and on all related paperwork sent with returned item.**

3. **To obtain credit, Trimmers need to provide a copy of the invoice from the jobber from whom they purchased our product, plus a copy of the retail invoice to the convertible owner showing the date our product was installed.** Failure to provide an invoice copy can result in no credit being issued. Photographs may be required to substantiate requests for R.A. numbers and issuing of credit.

4. Our Product must be folded carefully and returned in the same manner it was received, and in the original box. Special attention must be given to tops with plastic windows, and plastic rear window assemblies. Always pack tissue around window and fold without creasing window.

5. All fasteners, parts and other hardware must be returned with our product.

6. Glass Windows must be carefully packed with bubble pack and returned in original box to avoid breakage during shipment.

7. All returned products will be inspected before any credit is issued; and all returned products may be subject to a minimum 10% restocking charge.

8. **Items with less than 10 sales per year, or made in non-original colors and toppings, are non-returnable.**

9. **Items which are past their warranty period are non-returnable.**

10. Manufacturer reserves the right to void all warranties unless product is received in original box, and unless both Jobber invoices and retail customer invoice showing installation date are submitted.

11. Robbins will not accept delivery of items shipped to us without a Return Authorization Number, or shipped to us C.O.D.

Labor Credit: Full labor credit will be issued for warranty claims filed within the first twelve months after installation of our products, after the item has been returned to Robbins for inspection to confirm that the warranty claim is valid. One-half labor credit will be issued for warranty claims filed in the second year after installation, and no labor credit will be issued in the third year after installation. All labor credits will be issued to our distributors who, in turn, will pass these credits on to the automotive trim and upholstery shop performing the warranty replacement. All labor credits issued will be in the form of products, usually a convertible top made in vinyl of our choice.

INSTALLATION OF OUR PRODUCTS

INSTALLATION: We recommend all Robbins Convertible Tops, Tonneau Covers, Top Boots, Glass and Plastic Rear Windows and Headliners be installed only at automotive trim and upholstery shops.

ESTIMATED INSTALLATION LABOR TIMES: The estimated labor times to install our products we show in our Catalog are strictly for removing an

old item and installing our new products. Our labor times DO NOT include any additional time that may be required to repair damaged top frames, repair damage caused by rust; or to install weatherstrips, tack rails, hardware, new top or quarter pads, straps, Velcro or other components that may need to be repaired or replaced when our products are installed.

GENERAL TERMS AND CONDITIONS

All Shipments F.O.B. Oxnard, California, U.S.A.

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Prices in our Price Lists are subject to change without notice.

All invoices are payable in U.S. Dollars. Upon approval of credit, our normal (but not limited to) Terms of Sales are that invoices are due and payable 30 days from Invoice Date.

Any disagreements which may arise regarding Robbins products, purchasing of products from Robbins, or arrangements for resale of Robbins products, are subject to Laws of the State of California and the United States of America. Any litigation or arbitration that may ensue will be conducted in Ventura County California, U.S.A.