

BARRICADE INTERNATIONAL, INC. WARRANTY AND RETURN POLICIES

***IMPORTANT**

Prices and availability are subject to change without notice. Shipping, handling, insurance and COD charges are additional and non-refundable. Please keep all packing material and documentation from your purchase in the event that a return or exchange is necessary.

***PROVISIONS:**

Barricade Int'l, Inc. shall be referred to as "Seller" in all parts of this document. Seller is not responsible for typographical errors. Title to goods being purchased is retained by seller until goods are paid for by the Purchaser and at that time title passes to Purchaser. Seller does not sell any product approved for export. If goods being purchase are being purchased for the purposes of export, Purchaser is responsible for compliance with all applicable laws, regulations and documentation pertaining to foreign export. Purchaser assumes all legal liabilities for any item exported. Please note, manufacturer's warranties for exported goods may vary or even by null and void.

In the event the Seller is required to take or bring any action to collect any amounts due from Purchaser, then Purchaser shall be responsible for all costs incurred, including any court costs and attorney fees. This sales transaction shall be governed by the laws of the State of Florida without regard to any conflicts of laws principals thereof.

***WARRANTY:**

- . (a) Barricade Gel Concentrate: Seller's concentrate has a three (3) year warranty against defects. This warranty applies only to concentrate purchased hereunder and does not extend to any concentrate damaged by Purchaser, Purchaser's use or installation. In the event of a warranty claim by Purchaser, Seller, in its sole discretion, may replace the concentrate or refund to Purchaser the purchase price paid. Replacement or refund shall be Purchaser's sole recourse or remedy. Seller expressly disclaims any other warranty, whether expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller shall have no liability for any damages of any kind including, but not limited to, general, compensatory, consequential, incidental, special or punitive damages arising from any product sold. There will be no restocking fee (unless stated otherwise on invoice) in connection with any warranty claim for concentrate sold hereunder.
- . (b) Other Items: All other products sold, other than concentrate, are subject to, and covered by, the manufacturers warranty for issued or said product, if any. Seller makes no warranty of any kind respecting said products. Seller expressly disclaims all warranties respecting merchantability or fitness for a particular purpose. Seller shall bear no liability for damages of any kind including, but not limited to, general, compensatory, consequential, incidental, special or punitive damages arising from any such product sold.

***RETURN POLICIES & EXEMPTIONS:**

Seller will accept returns of any merchandise for refund or exchange within fourteen (14) days of the date of sale. Prior to returning any item, a return merchandise authorization (“RMA”) number must be obtained from the seller. Please call (772) 546-5364 to obtain an RMA number. NO returns will be accepted without an RMA number. RMA numbers are valid for seven (7) days from RMA number issuance. Return shipping must be prepaid, insured, and sent to sellers address listed below. Seller will NOT accept COD packages for any reason. Shipping, handling, insurance and packaging charges are not refundable under any circumstances. The RMA number must be identified on the shipping label and included on a sheet of paper inside the package. All returns for refund or exchange must be in re-saleable condition. All returns must be properly labeled and include all original material, documentation, and PROOF OF PURCHASE. The sender is responsible for the condition of the package until delivery is complete. All non-defective returns will be subject to a 20% restocking fee (unless otherwise stated on the invoice). Seller reserves the right to inspect all merchandise prior to replacement & to reship replacement merchandise via the most economic method regardless of original shipping method or charge.

***PHONE NUMBER AND ADDRESS FOR RETURNS:**

All questions regarding returns or warranties must be directed to our technical support department at (772) 546-5364. Technical support hours are Monday through Friday from 10:00am until 4:00pm Eastern Time. No facsimile or 800 number calls will be accepted for RMA requests or problems. All returns must be sent to: Barricade International, Inc., 12848 SE Suzanne Drive, Hobe Sound, FL 33455.

***BUYER BEWARE**

The manufacturer of Barricade will not honor the 3-year warranty on Barricade Fire Blocking Gel that is sold by anyone other than Barricade authorized representatives. We are aware that outdated Barricade Fire Blocking Gel is being offered for sale. Unless you have purchased Barricade II from Barricade International, Inc. or an authorized representative, you cannot know of the true age, storage condition, and current viability of a product that needs to perform correctly when needed in a fire emergency. Older Barricade Fire Blocking Gel is NOT the product that you have been hearing of and reading about. Only the new Barricade II Fire Blocking Gel is NPE-free and has no kerosene ingredients. Only Barricade II has been approved for the Forest Service Qualified Products List and is offered for sale to the U.S. Government.

Please contact Barricade International, Inc. at (772) 546-5364 if you have any questions about whether your Barricade is the latest formulation.