



Wultrad, Inc.

950 N. Rand Road, #119
Wauconda, IL 60084
Website: www.falcongauge.com

Telephone: 847-487-9960
Fax: 847-526-9158
Email: info@falcongauge.com

December 20, 2011

Re: Updated Warranty/Return Procedure

Dear Wultrad Customer,

Effective immediately, Wultrad will be enforcing an updated warranty return procedure. With the outlined changes, it is our hope that we can serve both our Falcon Gauge Dealers and End Users in a more efficient manner when a warranty case is opened. The updated procedure includes the following:

- ?? All new warranty returns must be approved prior to their return. Before any unit is sent to the Wultrad Warranty Department, please call in advance and receive an RMA No.
- ?? All returns must include a Service Request Form for each unit being returned. Returns will not be processed if a Service Request Form is not included for each unit/serial number returned. Please include your RMA No. on the Service Request Form.
- ?? Any return that is less than one year old and/or eligible for a warranty replacement must include a copy of the original invoice/purchase receipt. If the proper invoice/receipt is not provided, all replacements will be subject to a repair cost.
- ?? Any dealer who would like to return a faulty unit on behalf of an End User must attach a completed Service Request Form, a copy of the original invoice/purchase receipt, and the contact information for the End User. Replacements will be sent directly to the End User.

As aforementioned, we hope the above changes will improve our service to all Falcon Gauge users. Please combine the above procedure with the warranty return procedure outlined in our Limited Warranty Policy. It is very important that all returns are packed well and it is highly recommended that returns are insured.

We appreciate your cooperation in this matter. Please let us know if there are any questions, or if there is anything else we can assist you with.

Thank you,

Wultrad Inc.