



WARRANTY POLICY FOR TANKS & COVERS

1.0 PURPOSE

This Warranty Policy provides guidance and clarification on the Manufacturer's Limited Warranty for Tanks and Covers (Document 283970-000) offered by CST. This policy is intended for use by all end-users, owner/operators, and Municipal & Industrial Authorized Dealers of CST to aid in the process for submittal, validation, and resolution of warranty claims. This policy supplements the CST Limited Warranty.

2.0 EFFECTIVE DATE

This policy is effective as of November 1, 2015.

3.0 RESPONSIBILITY

The Director of Field Services is responsible for oversight of the warranty program, including the authority to make final determinations on all warranty claims.

The Field Services Manager is responsible for execution, enforcement, and interpretation of this policy and the warranty claims process.

The Warranty Administrator is responsible for day-to-day management and coordination of the warranty claims process.

4.0 CLAIM SUBMITTAL

- A. All warranty claims must be submitted to CST using the new Warranty Online system at www.partsonline.cstindustries.com, which will be available on November 1, 2015.
- B. CST must be notified of all warranty claims within 90 days of discovery of a warrantable condition.
- C. A warranty claim is created by entering the following information into Warranty Online system:
 - a. Company name
 - b. Contact name and information
 - c. Installed location of tank or cover
 - d. The product type and size



- e. The installation date and identifying order information
 - f. A brief, concise explanation of the operational facts that includes why, how and when the part failed. The explanation must articulate the defect in material or workmanship that exists and why it is a warrantable failure covered under CST's Limited Warranty.
- D. All warranty claims must be accompanied by the required supporting documentation that has been completely, accurately, and legibly filled out in English. This documentation must be scanned into one PDF document for each claim and uploaded into the Warranty Online system database. The following documentation is required:
- a. Document such as a work order, service order, purchase order, invoice, or equivalent that shows the purchase and installation date of the CST product under warranty.
 - b. All timesheets, receipts, rental invoices, etc. and other documentation as necessary to substantiate the claim.

5.0 VALIDATION

- A. All equipment must be operated by the Owner in accordance with CST's Operations and Maintenance Recommendations as outlined in the respective Owner's Manual. Failure to do so will void the warranty and release CST from any liability. CST may request service records or a maintenance log to verify minimum required maintenance has been completed.
- B. Any failure of equipment due to inadequate maintenance and upkeep voids the warranty.
- C. Any unapproved or unauthorized modifications or alterations or any use of non-CST parts which are contributory to the claim voids the Warranty.
- D. Normal wear of any equipment, absent of a defect, is not covered under the warranty.
- E. Unless noted otherwise in this document, equipment parts that are replaced under warranty will only be warranted for the remainder of the original warranty period of the equipment or part. The warranty does not reset with the installation of a replacement part or any other service or warranty work.
- F. If required by CST for validation of the warranty claim, CST will issue a Return Material Authorization (RMA) for the equipment or parts to be shipped to one of CST's facilities via pre-paid ground transportation.



- a. If the warranty claim is approved by CST, the shipping charges for the RMA will be reimbursed by CST when the claim is processed and approved by CST.
- b. Equipment and parts returned without an RMA attached will not be accepted nor unloaded and the claim will not be processed.

6.0 PROCESSING AND REMEDY OF A VALID CLAIM

- A. CST may, at its sole discretion, issue credit memos for the replacement of equipment or parts, or provide replacement equipment or parts, FOB a CST manufacturing facility. Replacement components and parts may be ordered by coordinating through the CST Warranty Administrator after your claim has been filed on Warranty Online. After review and validation by CST, a no-charge sales order will be issued by CST and the replacement components or parts will be available for pickup at the dock at a CST manufacturing facility.
- B. In accordance with CST's Limited Warranty, CST will not reimburse for labor except as noted below.
 - a. A request for additional payment for unique and extenuating conditions or occurrences at a site, which justify reimbursement of additional labor costs for repair or replacement, may be submitted to CST. Such conditions must be submitted in writing with supporting documentation and pictures and justification why they should be considered for reimbursement. Any additional labor, if approved by CST, will be reimbursed at the rate of \$50/hour for work at a site, and to include all labor, per diem and travel costs (motel, etc.).
 - b. If any claim may result in a potential reimbursement request of more than \$5,000, CST must be notified before the work commences by a written estimate of the expected charges and a written statement of the circumstances why CST should provide warranty coverage.
- C. CST will review and resolve all warranty claims in a timely manner.
 - a. When the claim is submitted through Warranty Online, an acknowledgement e-mail will be sent within one (1) business day confirming CST has received the claim in the online system.
 - b. Within fifteen (15) business days of the claim submittal date, CST will send notification that:
 - i. the claim is valid and all information has been received and documentation is complete for review, or
 - ii. the claim is incomplete and additional information is required, which must be submitted to CST within 10 days or the claim will be closed, or



- iii. if an RMA is required, the RMA will be sent and the claim will be put on hold until review and inspection of the returned equipment or parts, or
- iv. the claim is denied
- c. Within forty-five (45) business days after the claim submittal date, the claim will be resolved and notification of the final resolution unless the claim cannot be resolved for one of the reasons below, at which time CST will advise the claim is on-hold and the timeline for resolution:
 - i. An RMA has been issued and the claim is on-hold awaiting review and inspection of the returned equipment or parts; or
 - ii. CST has determined that there are extenuating circumstances that require additional investigation (site visit, testing or analysis, etc.) and time to resolve.

7.0 CLARIFICATION OF THE POLICY

- A. Any questions pertaining to this policy must be submitted in writing to warranty@cstindustries.com. Questions will be answered in writing.