



HOWI Magliner® Wheeled Product **Repair Policy**

As an authorized distributor for Magline Inc. House Of Wheels Inc. will service and/or repair all Magliner® products that fall within the scope of House Of Wheels Inc.'s Policy for Repairs (see below). There may be costs associated with the service and/or repair unless product is currently within Magline Inc.'s warranty period. Most repair work is done on-site at our facility. Delivery costs will be the burden of the owner. If the repairs fall outside House Of Wheels Inc.'s scope of ability we have a network of service professionals in which to draw (additional cost may apply). The basic outline of repair for Magline Inc. wheeled product is as follows:

- House Of Wheels Inc. will repair/replace broken or worn parts on Magliner® wheeled product purchased from House Of Wheels Inc. at no-charge for labor (excluding Powered Equipment). Unless the product is currently covered by Magline Inc. warranty, replacement parts will be charged additional. It is the burden of the owner to supply date and proof of purchase.
- House Of Wheels Inc. will repair/replace broken or worn parts on any Magline wheeled product purchased from Magline Inc. direct or through any competitor for a \$35.00 per hour fee (1-hour minimum applies). Replacement parts will be charged additional. Warranty parts and repair for competitive products (including direct purchased products) will not be performed by House Of Wheels Inc.
- House Of Wheels Inc. will do inspection and preventative maintenance (PM) for customers on their Magliner® wheeled product at a shop rate of \$35.00 per hour (pro-rated by the minute and no minimum applies) . This PM will include an overall inspection of the product for needed repairs or safety concerns. The minimum PM parts replaced on standard hand trucks will include wheel bearings and a #HW1700795 fastener hardware pack. Replacement parts, deemed necessary by House Of Wheels Inc., will be charged additional. Most PM work can be accomplished in 15-30 minutes per standard two-wheeled hand truck. Multi-position products can take significantly more time to complete.

House Of Wheels Inc. Policy for Repairs:

It is the policy of House Of Wheels Inc. (the Company) to repair all products to the best of ability and to a condition deemed safe and functional for its intended purpose. Safety will be the foremost concern and be afforded the greatest weight in any decision. It is at the sole discretion of the Company and it's agents to determine if a product is in a safe condition but is in no way a guarantee to the safety of any product repaired. It is at the discretion of the Company and it's agents to determine what repairs need completed. The Company reserves the right to refuse any repairs to equipment it deems beyond the service life of that equipment (by age or condition).