

Plano Molding products come with a limited lifetime warranty. We hope that you enjoy your Plano products for years to come. Please register your product here —we will maintain an electronic record which will assist our customer service. Please be sure to keep a copy of your original sales receipt.

## PLANO MOLDING LIMITED LIFETIME WARRANTY

The Plano Molding Company ("Plano Molding") limited lifetime warranty is provided at no cost to the original purchaser and covers any defects in workmanship, with the exceptions stated below, for the lifetime of the product.

### **Duration of warranty coverage:**

Lifetime means the market life of the warranted product. As long as the warranted product is in production at Plano Molding and replacement parts remain available, the product is covered.

### **Remedy:**

Plano Molding will repair any broken or defective part covered by this warranty. If repair is not feasible, Plano Molding will replace the covered part with a product of comparable composition, function, and price.

### **What Products are Covered:**

The Plano Molding Limited Lifetime Warranty applies to all Tenzing brand products, all Plano Toolboxes, all Plano Fall and Tackle products, Caboodles domestic products, and Plano Medical products.

To determine if your product is covered by this warranty, please first check the warranty code in the upper-right corner of the UPC tag, if present. "LIF" indicates the product is covered by Plano Molding's Limited Lifetime Warranty. You may also call to request warranty information through Plano Molding Consumer Care at 1-800-558-1005, or send an email requesting warranty information to [customerservice@planomolding.com](mailto:customerservice@planomolding.com).

### **Specific Provisions and Exclusions:**

This warranty does not cover aesthetic changes (changes in the product's appearance) due to outdoor exposure.

This warranty does not cover products that have been physically altered, damaged, or subjected to negligence. Medical products are additionally exempted from defects caused through normal wear and tear. This warranty does not cover included hardware (such as dividers, handles, wheels, or fasteners), which Plano Molding warrants against defects in materials and workmanship for a period of 90 days from the invoice date.

To the extent permitted by law:

- Plano Molding's liability is limited to the molded product and not its contents or foam, and

- Plano Molding is not liable for indirect, punitive, incidental, consequential, or special damages, regardless of whether a claim for such damages is based on this warranty, and
- The remedies outlined in this warranty are the exclusive and sole remedy of the original purchaser, and
- This warranty is in lieu of all warranties, express or implied, including, but not limited to, any implied warranties of merchantability and fitness for a particular purpose, and
- Plano Molding's liability to the original purchaser for damages shall not exceed the purchase price of the product against which damages are claimed.

### **Warranty Claim Procedure:**

Before filing a warranty claim with Plano Molding, please try to return the item to the reseller from which it was purchased. In many cases this will lead to faster resolution than a formal claim.

Any warranty claims must be made by the original purchaser within the timeframe of the warranty.

Some products require registration to activate the warranty. Please follow any warranty registration instructions included with these products (also listed on the brand's website) before filing a claim.

Warranty claim requests must include the model number and a complete description of the defect. Where possible, images of the defect should be included.

To make a warranty claim, the purchaser must contact Plano Molding Company, Attn: Consumer Care, at 431 E. South St., Plano, IL 60545 in writing or by email [customerservice@planomolding.com](mailto:customerservice@planomolding.com), or by telephone (1-800-558-1005).

The original purchaser must obtain a return authorization (RA) number from Plano Molding Consumer Care prior to returning any product. The RA number must be included with any returned product.

Product(s) returned must be cleaned (laundered if apparel).

Medical product(s) must be cleaned using water and detergent, and be disinfected following the CDC's HICPAC Guideline for Disinfection and Sterilization in Healthcare Facilities, 2008, Section 4. The guideline is available at: [http://www.cdc.gov/hicpac/Disinfection\\_Sterilization/17\\_00Recommendations.html](http://www.cdc.gov/hicpac/Disinfection_Sterilization/17_00Recommendations.html) Product(s) returned must be free of personal items. Personal items found in the product or return packaging will not be returned, and may be cause for rejection of the claim.

The original purchaser is responsible for paying freight costs to Plano Molding. If Plano Molding determines that any returned product is not defective within the terms of this warranty, the purchaser agrees to pay Plano Molding all handling, return freight and approved repairs costs at Plano Molding's prevailing rates.

### **Jurisdictional Provisions:**

This warranty gives you specific legal rights. You may have other rights which vary from state to state and country to country.

## PLANO MOLDING LIMITED 1-YEAR WARRANTY

The Plano Molding Company (“Plano Molding”) Limited 1-Year Warranty is provided at no cost to the original purchaser and covers any defects in workmanship, with the exceptions stated below, for one year from the original date of purchase.

### **Duration of warranty coverage:**

1-Year means 365 calendar days from the date of purchase listed on the original purchase receipt. In instances where a receipt is not available, 1-Year shall mean 365 calendar days from the date of original manufacture.

### **Remedy:**

Plano Molding will repair any broken or defective part covered by this warranty. If repair is not feasible, Plano Molding will replace the covered part with a product of comparable composition, function, and price.

### **What Products are Covered:**

The Plano Molding Limited 1-Year Warranty applies to all Plano Molding Company products not covered under a more comprehensive Plano Molding warranty. This includes, but is not limited to, molded products, women’s products, Frabill non-apparel and non-shelter products, aluminum-skinned products, and foam products sold under the following Plano Molding Company brands: Plano, Frabill, Tenzing, Caboodles, and Creative Options.

To determine if your product is covered by this warranty, please first check the warranty code in the upper-right corner of the UPC tag, if present. “01Y” indicates the product is covered by Plano Molding’s Limited 1-Year Warranty. You may also call to request warranty information through Plano Molding Consumer Care at 1-800-558-1005, or send an email requesting warranty information to [customerservice@planomolding.com](mailto:customerservice@planomolding.com).

### **Specific Provisions and Exclusions:**

This warranty does not cover aesthetic changes (changes in the product’s appearance) due to exposure to sunlight or chemicals.

This warranty does not cover foam parts or included hardware (such as dividers, handles, wheels, or fasteners), which Plano Molding warrants against defects in materials and workmanship for a period of 90 days from the purchase date.

This warranty does not cover products that have been physically altered, damaged, subjected to negligence, or used in a way that exceeds design specifications or limitations.

To the extent permitted by law:

- Plano Molding is not liable for damages, regardless of whether a claim is based on this warranty, and
- The remedies outlined in this warranty are the exclusive and sole remedy of the original purchaser, and
- This warranty is in lieu of all other warranties either express or implied, and
- Plano Molding's liability to the original purchaser for damages shall not exceed the purchase price of the product against which damages are claimed.

### **Warranty Claim Procedure:**

Any warranty claims must be made by the original purchaser within the timeframe of the warranty.

Some products require registration to activate the warranty. Please follow any warranty registration instructions included with these products (also listed on the product manufacturer's website) before filing a claim.

Warranty claim requests must include the model number and a complete description of the defect. Where possible, images of the defect should be included.

To make a warranty claim, the purchaser must contact Plano Molding Company, Attn: Consumer Care, at 431 E. South St., Plano, IL 60545 in writing, or by using the Plano Molding website Contact Us form ([www.planomolding.com/contact](http://www.planomolding.com/contact)), or by email ([customerservice@planomolding.com](mailto:customerservice@planomolding.com)), or by telephone (1-800-558-1005).

The original purchaser must obtain a return authorization (RA) number from Plano Molding Consumer Care prior to returning any product. The RA number must be included with any returned product.

Product(s) returned must be clean.

Product(s) returned must be free of personal items. Personal items found in the product or return packaging will not be returned.

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