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Instructions for Utilizing Quaker Safety for Repairs

(1) Ensure that advanced cleaning of the Quaker Safety protective garment in accordance with Section 7.3 of NFPA 1851 has been performed by either a Verified Independent Service Provider or your Organization's trained personnel (any protective garment received in a dirty condition, as determined by Quaker Safety in its sole discretion, may either be returned for advanced cleaning before any of the repairs are initiated or cleaned by Quaker Safety for an additional charge). (2) Contact your Quaker Safety distributor for an RA number (unauthorized returns will be processed as received and scheduled after those repairs for which an RA number was obtained). (3) Prepare written instructions describing the repairs to be performed and provide your Quaker Safety distributor with your name, street address, city, state, zip code, and daytime telephone number. Record the RA number on your written instructions and on the outside of your shipping container. (4) Send the protective garment and written instructions on a freight prepaid basis to Quaker Safety. (5) Quaker Safety will determine the feasibility of performing the requested repairs, and whether any other repairs are required. Quaker Safety reserves the right to inspect and refuse to repair any protective garment that Quaker Safety believes is not repairable, and to effect minor repairs for safety reasons without prior authorization from the customer. (6) All non-warranty repairs will be charged on a time and materials basis plus return freight charges. (7) Please allow a minimum of three weeks plus transit time for repairs (two weeks plus transit time for minor repairs). (8) Quaker Safety cannot make chest size modifications, nor can Quaker Safety make waist size modifications which exceed plus or minus 4". Please contact your Quaker Safety distributor before sending repairs which require inseam length modifications which exceed plus or minus 4", and please note that inseams cannot be modified on Axis Style Pants. (9) Repairs or alterations performed by anyone other than Quaker Safety may invalidate Quaker Safety's warranties. (10) Quaker Safety does not repair other manufacturers' protective garments.

Repair Warranty # 901202D

All repairs done by Quaker Safety are on a "satisfaction guaranteed" basis, which shall be deemed to be satisfied upon acceptance by the customer of the protective garment, which shall occur if the repaired protective garment is not returned to Quaker Safety within 5 days after receipt by the customer. All such repairs shall be deemed to be for cosmetic purposes only. Except for the foregoing, the customer agrees that Quaker Safety provides no warranty, express or implied, on the repair. The customer agrees that any repairs undertaken by Quaker Safety do not impose upon Quaker Safety any liability should the protective garment or the repair fail to perform its function.

The repair work shall not be deemed to renew, extend, modify, or affect in any manner whatsoever any Quaker Safety warranty which may be in effect or which may have existed in respect of the protective garment.