

Effective as of June 1, 1999.

PAIANO'S REPAIRS & PARTS POLICY

Please note Paiano Upholstery has a **Repair & Parts Policy**, which must be used in order to receive any parts or authorizations for repairs.

Once Paiano has authorized any Parts or Repair requests, Paiano will fax back a Repair # or Part # and mail out a Credit Memo which can be deducted off your next invoice.

When requesting any parts, repairs or authorizations, please fill out the proper indicated form including a copy of the proof of purchase (invoice)

Fax through the completed form with the **proof of purchase**. If all information is completed all responses will be faxed back in 1 weeks time or sooner. Also please make sure to have your REPAIR # or PART # or RETURN # given by our office on all corresponding paper work, to enable us to rapidly complete deductions or any follow ups we may have.

Please make sure to fill out the proper form; (Each request is looked at individually)

If you are requesting an authorization for Repair fill out the Repair Form.

If you are requesting a part, fill out the Part Form. (please specify if it is chargeable)

If you need to have something sent back for repair, fill out a Return form.

ALL PARTS WILL BE SHIPPED OUT WITH YOUR NEXT ORDER.

Please **do not** phone in any requests for authorizations or Parts, all paper work is needed in any case. Authorizations will not be given over the telephone.

NOTE: No requests for parts, repairs or returns will be completed if the following is not done;

- **the appropriate form is not filled out**
- **the form is incomplete**
- **there is no proof of purchase**

Thank – You
For your co-operation
PAIANO UPHOLSTERY INC.