

PTR Industries Inc. WARRANTY, SERVICE, AND RETURN AUTHORIZATION POLICY

PTR Industries Inc. ("PTR") warrants to the purchaser that each PTR product manufactured and sold is free from defects in workmanship and material when used for its intended purpose (normal wear and tear excepted) for the period of three (3) years from the date of purchase (the invoice date submitted with warranty card). Warranty repair requests on the barrel and cosmetic finish specifically will be evaluated by PTR against standards of normal wear and tear at its sole discretion.

PTR further warrants to the purchaser that all PTR manufactured internal working parts will be free from defects in workmanship and material when used for their intended purpose for the LIFETIME of the rifle. For purposes of this warranty, the lifetime of the rifle should be considered to be until such time as twenty-five thousand (25,000) rounds have been fired through the rifle. For purposes of this warranty, parts considered to have LIFETIME coverage are parts manufactured by PTR within the following sub-assemblies: Trunnion, Bolt Group, Trigger Group.

If any product covered by this warranty is returned by the purchaser in accordance with PTR's products return policy, including and without limitation its return authorization provisions, within the applicable warranty period set forth above, and upon examination PTR determines to its satisfaction that such product was defective in material or workmanship at the time of delivery to the purchaser, PTR will, at its sole discretion, repair or replace the product or its defective parts.

If PTR chooses to replace the product and is unable to do so because it has been discontinued or is not available, PTR may replace it with a comparable product. Where defects in materials, manufacturing or design cause the product failure, they shall be repaired or replaced (at PTR's discretion) according to the most practical resolution for the customer as defined by PTR.

Shipment to and from the purchaser, and all related costs to resolving the warranty claim are included in the agreed conditions and will be borne by PTR in the event of a valid claim. Damages that may occur to the product during the transportation of the product are also covered under the PTR warranty policy.

Any remaining balance of the PTR warranty is transferable to one (1) secondary owner. The length of warranty is three (3) years from the original date of purchase (invoice date submitted with original warranty card). There is a one-time \$20.00 transfer processing fee that is associated with the transfer of the warranty from the original owner to its secondary owner.

By completing and submitting the warranty card the purchaser acknowledges and accepts the terms and conditions of the warranty, service, and return policy.

Exclusions

This is a limited warranty, and excludes consequential damages to property or other extended damages not previously mentioned, and is further defined by the limitations and conditions below.

PTR shall not be liable for any loss by the use of the equipment, inconvenience, or any other damages whether direct, indirect, incidental or consequential resulting from the use of this product, or arising out of any breach of this warranty. No person, agent, distributor, dealer or company is authorized to change, modify, or extend the terms of this limited warranty in any matter whatsoever.

PTR will facilitate the technical and mechanical resolution of any problems with its products and its products alone. PTR does not offer warranty services for products or parts manufactured or sold by a 3rd party unless a full back-to-back support agreement is made with the supplier in question.

In addition, the limited warranty does not cover the following:

- I. Product failure caused by faulty ammunition, or selection of ammunition of an improper load or caliber.
- II. Failure or damage caused by fire, flood, misuse, accidents, improper storage, abuse, neglect, mishandling, lack of maintenance, or misapplication (including any modification from its intended design and use).
- III. Products which have been modified or have had the serial number or stampings altered, defaced, or rendered illegible.
- IV. Product that has been serviced by personnel not authorized by PTR.
- V. Product failure caused by excessive use, defined as more than five-thousand (5,000) rounds of ammunition fired through the rifle per annum.

Limitations and Conditions

Products should be used within their specifications and according to application guidelines. Warranty becomes void if the product is mis-applied. Warranty will also be voided should the purchaser fail to appropriately maintain their product which includes, but is not limited to the adherence to the break in of the product, cleaning and proper storage of the product, and selection of appropriate load and caliber of ammunition for the product.

PTR will execute a multiple step trouble shooting process that will assist in determining the validity of a warranty claim prior to issuing a return authorization number for the return of such product.

PTR will not accept any warranty claim without the issuance of a Return Authorization Number.

PTR will not turn down a request to troubleshoot and evaluate the condition of a reported issue associated with its products regardless of warranty status or if the rifle has transferred ownership. However, repair services may require out of pocket expenses. If the purchaser's product is determined to be out of warranty and in need of repair PTR will assist the purchaser in locating a certified gunsmith to facilitate any required repairs.

If repair work is determined to be outside of the scope of warranty, or if PTR determines that the warranty claim is an issue caused by carelessness, negligence, misuse, or failure to properly maintain the product the customer will be responsible for gunsmith labor, shipping, and any other costs associated with this determination.

This warranty applies only to the repair or replacement of the product and only when the product is properly handled and maintained according to the manufacturer's instructions.

Purchaser must notify PTR within thirty (30) days of noticing a defect.

PTR reserves the right to change the warranty period without notice and without incurring obligation and expressly disclaims all warranties not stated in this limited warranty.

For a full list of requirements necessary to process a warranty claim please contact PTR customer support at 1.860.676.1776 or send an email to Info@PTR91.com and a sales representative will contact you promptly. The details for the return and service of your warranty are also listed on the following page (FORM II) of this policy.

FORM II

WARRANTY, SERVICE, AND RETURN AUTHORIZATION POLICY INSTRUCTIONS.

Specific warranty provisions for PTR products are listed above. Be sure to complete your warranty card and return it to PTR immediately. The warranty will only be honored upon completion of the warranty card and its return to PTR within thirty (30) days of the original purchase date along with a copy of the dated sales receipt.

PTR will allow the purchaser to submit the completed warranty card and dated sales receipt with an approved repair shipment.

If the completed warranty card and sales receipt are not on file, or are not received with the approved shipment at the time of repair, all repair and service work will be billed at standard shop rates as determined at the sole discretion of PTR.

As stated before, no returns will be accepted by PTR unless they have been issued a Return Authorization Number. This number must be issued by PTR. No dealer, distributor, or company besides PTR may issue a return authorization number. Please call 1.860.676.1776 or email Info@PTR91.com to receive your RA#.

PACKAGING OF YOUR RETURN-

The following instructions MUST BE FOLLOWED for the guaranteed acceptance of your approved shipment for repair and/or service:

Prior to the packaging of your PTR product remove any accessories (scope, scope mount, sling, Bi-pod, cleaning equipment etc...) that do not pertain to your issue.

Please ensure that the PTR product is UNLOADED! This may seem logical; however this has been an issue in the past!

Once you have followed the above steps, please do the following:

- Product must be packaged in a hard case along with the magazine with which it was sold.
- Include a note explaining, in as much detail as possible, the nature of the problem or service needed.
- Return the complete rifle along with the issued magazine. Do not send in portions or parts for inspection.
- Package the hard case, along with note in a cardboard box with the Return Authorization Number CLEARLY written on the exterior of the package so that the package can be easily identified upon receipt.

Once PTR receives your shipment please allow 4-6 weeks for the inspection, repair, testing, and return of your product.

This policy and the procedures included in its current form and language is effective as of January 1st 2012 and is in effect until otherwise determined and communicated by PTR at its sole discretion