Polyvision RMA Process

Warranty: Claims Process

This document sets forth Polyvision's updated U.S. Return Material Authorization (RMA) process, effective September 1st, 2026. It is intended to clearly detail the requirements for submitting defective material claims, as well as to outline the respective responsibilities of the customer and Polyvision throughout the evaluation and disposition process. Additionally, this document establishes the coverage time frame and certain exclusions.

Claims Process and Requirements

- The customer must notify Polyvision Customer Service in writing upon discovery of allegedly defective material no later than one year from receipt of the product, along with proof of purchase.
    - Polyvision Customer Service Email: **customerservice@polyvision.com**
- For multiple claims please include an excel spreadsheet detailing the breakdown of the claims.
- All claim submissions are required to include the following
    - The batch number associated with the defective material.
    - Include the footage of material being claimed.
    - Indicate the reason the material is being rejected.
    - Material number of the material being claimed.
- Photographic evidence or a physical sample of the alleged defective is **required** to be provided to Polyvision QC department upon request within 30 days or claim will be void.
- The customer is responsible for all shipping costs related to samples and returned products until a final claim disposition has been made.
- Product is to be returned in original packaging or equivalent.
- Returned products requirements
    - RMA number, footage, and batch information clearly indicated on the packaging.
    - Returned in its original package
- Any products that arrive at Polyvision without all the required information will be rejected and returned to customer.
- Any products that arrive at Polyvision and do not match the footage being claimed will be rejected and returned to customer.
- For claims that do not require return of the material, proof of destruction must be provided before any credit or replacement is issued.

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Polyvision Responsibilities

- Polyvision will acknowledge receipt of claim within 48 business hours of initial notification.
- Polyvision will follow up with next steps within one week of claim acknowledgement.
- Polyvision will assess and disposition claimed or returned material promptly (in most cases within 30 days of receipt).
- For accepted claims, freight charges associated with the return of samples or materials will be included in the final credit of the claim.
- Freight charges will not be reimbursed for denied claims.

Exclusions

The claim process is intended to warranty defective material relating to the enameling process. This warranty does not include consequential or incidental damages. Credits are limited to the cost of the material only, any labor charges will not be reimbursed. Only material used in accordance with the **Material Handling Instructions document (Doc # 349, Rev A)** will be eligible to be claimed.

Additionally, the Material Handling Instructions detail the tolerances for edge chipping, as chipping is a function of the method used to cut the material. Please see **PV Inspection Alignment document (Doc # 347, Rev A)** regarding specific criteria for surface imperfections and the related limitations for claim eligibility.

Claim Review and Material Return Requirements

1. **Claims involving less than a full batch**: If the material being claimed is less than a full batch and the defect is clearly evident in the submitted photographs, no additional information is generally required. However, Polyvision reserves the right to request samples or other supporting documentation as needed to evaluate the claim.
2. **Claims involving a full batch**: If the material being claimed consists of a full batch, the customer must provide photographs together with a representative sample of the alleged defect. Polyvision reserves the right to request the return of the full batch for evaluation.
3. **Claims involving more than one batch**: If the material being claimed exceeds one batch, at the discretion of the Polyvision Management Team, the material **must** either:

    - be returned to Polyvision at the customer's expense.
      or
    - be reviewed onsite at the Customer by Polyvision QC representatives.

    Following review, Polyvision will determine the precise quantity of defective material and adjust the claim accordingly.

    No credit will be issued until final disposition of the claim has been completed.

Return Address
Polyvision
Attn: Quality Department
4301 N Wood Dr.
Okmulgee, OK 74447

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