



CANADA RETURN POLICY

Returns are subject to the discretion of Fillon Technologies North America, Inc. and billed at a flat \$25.00 handling fee [per invoice]. Goods are subject to inspection and must be returned in the original packaging.

To return product, contact customer service at 1-800-777-1583 to request a Return Goods Authorization Number (RGA #) stating the reason for the return. Goods may be returned up to 30-days from the invoice date.

Goods returned after 30-days must be approved by management and subject to a flat 25% restocking fee or \$25.00 handling fee, whichever is the greater amount. Special order products are non-returnable.

WARRANTY CLAIMS

**Fillon equipment is warranted 2-years (two-years) from the Invoice date.
For claims, contact technical support at 1-800-777-1583 Monday- Friday 8 am to 4:30 pm EST.**

MIXING EQUIPMENT

If a mixing machine motor fails within the warranty period, customers must provide the serial number stamped on the nameplate (*A letter and two numbers located below the notation 'INS' on the tag*) at the time of re-order.

Customers must return the motor tag (that is riveted to the motor) within 30-days, or be subject to the cost of a replacement motor. Mail the motor tag to the attention of customer service at: **Fillon Technologies North America, Inc, 10 Almeida Avenue, Suite 2, East Providence, RI 02914**

For component failures, please reference the mixing machine model and include the serial # located on the motor nametag.

AEROSOL FILLING EQUIPMENT

After receiving an RGA# from our technical department, please re-package the machine in the original carton (if available) along with your contact details, and write the RGA # on the outside of the carton. Please note, **DO NOT RETURN** the Aluminum Filling Cup, Demonstration Plate, or Wall-bracket. Fillon assumes no responsibility for lost components.

If the aerosol machine is out-of-warranty, customer service will provide a written estimate of the repair work needed.

Disclaimer: Fillon is not responsible for related costs incurred as a result of equipment failure. Fillon will nullify claims that are the result of changes to paint or aerosol cans that have not been previously approved by Fillon Technologies.