



**MOLTAN  
COMPANY®**

7125 Riverdale Bend Road • Memphis, TN • 38125-4442

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### Warranty Statement

This Warranty Statement provides the following information for buyers and end-users of granular absorbent products manufactured and packaged by **Moltan Company, LP**.

- **What the Warranty Covers**
- **Period of Coverage**
- **Provisions of Warranty**
- **What Moltan Company, LP will do to Correct Problems**
- **How the Customer Can Obtain Service**
- **What the Warranty Does Not Cover**
- **Responsibility of the Buyer(s)**

#### What the Warranty Covers

1. Packaging:

Form-fill-&-seal poly bags  
Paper valve bags  
Plastic Jugs  
Top-fill paper bags  
UV-treated white woven polypropylene fabric Super Sacks

2. Products:

Granular absorbents listed in Moltan Company, LP's current catalog  
Proprietary granular products  
Private-label granular products

## **Coverage Period**

### 1. Packaging

Moltan Company, LP will provide warranty for the packaging of their granular absorbent products for 5 years, from the date of purchase from Moltan Company, LP which have met the packaging Provisions of Warranty stated below.

### 2. Current Products

Moltan Company, LP will provide warranty for all granular absorbent products for the product's lifetime which have met the product Provisions of Warranty stated below.

### 3. Discontinued Products

Discontinued Products carry a two-year warranty (both packaging and product) from the date of purchase from Moltan Company, LP.

## **Provisions of Warranty**

### 1. Packaging

- a. Product must be stored in a dry, enclosed, covered environment, temperature-controlled, with minimum sun and UV exposure.
- b. Product must be properly handled by purchasers' operational internal work force (i.e., forklift operators, etc.)
- c. Product must not be stored or displayed on or around fixtures that are damaged or may cause harm to the packaging due to concealed sharp edges or protrusions.

### 2. Current Products

- a. The product must be properly stored and not exposed to any type of moisture.
- b. The product must not be previously used and attempted to be re-dried.
- c. The product has not been abused (i.e., crushed, heated, or mixed with other chemicals).
- d. The product was used under the guidelines listed and instructions provided by Moltan Company, LP

### **What Moltan Company, LP will do to Correct Problems**

#### 1. Requirements:

Moltan Company, LP will review every packaging and product warranty claim. Information requested by Moltan Company, LP must be provided to settle all warranty claims. The following information must be presented with each claim:

1. Date of Purchase
2. Moltan Company, LP's assigned account number
3. End User's Receipt of Purchase
4. Photographs of the damage or failure

#### 2. Correction for established claims:

Within 30 days of claim acceptance, Moltan Company, LP will issue a credit memo to the original purchaser who is authorized to file the product warranty, in the exact amount of the defective product purchase price, not including freight.

### **How the Customer can Obtain Service**

Moltan Company, LP customers with valid account numbers may contact the Customer Service Department by phone, fax, or e-mail. Below you will find the contact information for the three forms of communication.

- |                     |  |
|---------------------|--|
| 1. Customer Service | Toll Free: 800-264-5826  |
| 2. Fax              | 901-767-0546   |
| 3. E-Mail           | <a href="mailto:customerservice@moltan.com">customerservice@moltan.com</a> |

### **What the Warranty does not cover**

- Pallets
- Shrink Wrap
- Damages caused by transportation
- Bulk Truck loads

**Responsibility of the Buyer(s)**

- Confirm purchase order acknowledgements.
- Provide requested data within 24 hours of initial claim.
- After photographs have been made, dispose of defective product in a manner that meets local, state and federal environmental laws and statutes, unless given other removal instructions by Moltan.