



SWIFF-TRAIN COMPANY

CLAIMS POLICY

Our claims policy was developed with the intent to achieve 100% customer satisfaction. Your participation and cooperation in adhering to the following procedures are vital to the success of this program.

1. All consumer complaints should be acknowledged and inspected by your company within three to five days of the time the complaint is registered with your store. During the inspection, you should:
 - A) Determine if it is a product distributed by Swiff-Train Company.
 - B) Establish that the problem presented to you is a valid claim and that it is not due to faulty installation, improper maintenance or abuse.

2. Once you determine that the claim is a valid manufacturing problem, please complete the attached Notification of Complaint form, mailing or faxing such report to:

Swiff-Train Company
Claims Department
P. O. BOX 9095
Corpus Christi, Texas 78469
Fax #361-887-8887
Phone #800-929-1888 ext. 150

3. In addition, you are required to furnish a copy of the original Swiff-Train invoice for the material and the adhesive.

4. To ensure your claim is processed as quickly as possible, all complaints must initially be submitted through the Swiff-Train Company Claims Department, rather than through the Territory Manager. In this way, we can continually monitor the status of your claim to ensure prompt resolution.

5. Upon receipt of the Notification of Complaint form, the Swiff-Train Company Claims Department will notify your Territory Manager to immediately make an appointment with you to inspect the claim. You must be present when such inspection is made.

Claims Policy cont.

6. When a claim is approved and if replacement material is required, such authorization will be given by the Claims Department and you will be notified how to proceed.

7. When you actually replace any materials, you are required to secure 9"X9" samples of all defective materials, sending these items to our Claims Department in the envelope provided. In most cases, claims cannot be processed until we receive your sample(s) of the defective material. If we do not receive your sample(s), we may be unable to collect from the manufacturer and will invoice you for this uncollected amount.

We realize that from time to time, these procedures may be modified to accommodate a matter of extreme urgency. These situations must be approved, in advance, by the Claims Department. However in most cases, we trust you will be able to follow these guidelines.

Our goal is to satisfy your consumers and issue your credits within 30 days after receipt of a valid complaint (including sample). We strive to enable you to maintain good customer relationships, repeat business and referrals. However, we can't accomplish this goal without your complete cooperation. Please don't hesitate to contact the Swiff-Train Company Claims Department if you have any questions.