

PRODUCT RECEIVING POLICY

The following policy has been established to assist Golden Dealers at the time of receipt of our product(s). Following this policy will help ensure problem-free product delivery and may save additional time and expense.

Product Receiving Procedure for Dealers

Immediately upon receipt of a Golden product, the Dealer is required to do a visual inspection of the carton. The Dealer must then verify the quantities of products on the carrier's paperwork vs. actual items received. A proper/authorized signature and date is required on carrier paperwork and/or delivery receipt. The signature must be legible. If the signature is not legible, the Dealer representative must print their name.

How to Handle Exceptions or Discrepancies at Time of Product Delivery

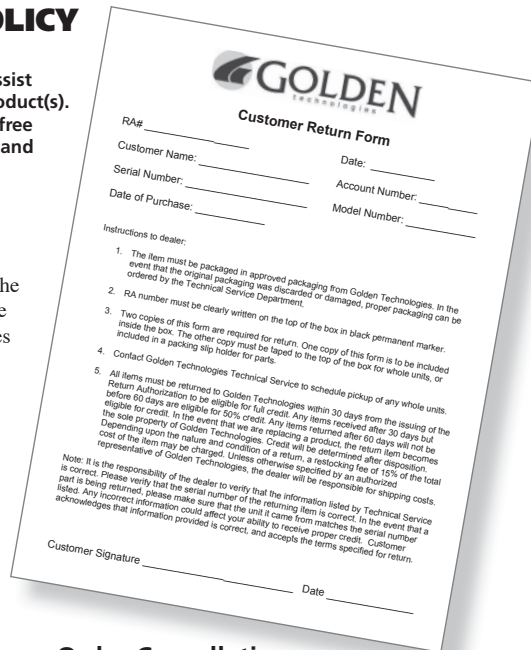
If the carton packaging appears to have visible damage (i.e., ripped, holes, large dents, open carton, visible water damage, etc.), Golden Technologies strongly recommends that the Dealer conduct an immediate inspection of the product inside the carton while the carrier's driver is present, to verify the damage. If the contents are damaged, the damage must be indicated on the carrier's paperwork and the Dealer must contact Golden Technologies' Internal Auditor or email Golden directly, freight@goldentech.com.

If the contents cannot be inspected immediately, a notation on the carrier's paperwork must state "carton damaged" and a detailed, specific list of the type of damage on the outside of the carton must be noted on the delivery receipt. **Contents must be inspected within 48 hours of arrival and actual damage reported to the carrier.**

SPECIAL NOTE: The Dealer is not justified in refusing a damaged shipment unless the damage has made the goods worthless. In cases of partial damage or loss, the Dealer should accept the entire shipment. Upon review, Golden Technologies will determine whether it can be repaired or retained with an allowance.

Carton Shortages Against Delivery Receipt

When a delivery is made and the carrier does not have the number of cartons on the shipping information, the Dealer must sign the carrier paperwork as "short; indicate # of cartons short." The Dealer must then notify Golden Technologies.



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Customer Return Form

RA#: _____
Customer Name: _____ Date: _____
Serial Number: _____ Account Number: _____
Date of Purchase: _____ Model Number: _____

Instructions to dealer:

1. The item must be packaged in approved packaging from Golden Technologies. In the event that the original packaging was discarded or damaged, proper packaging can be ordered by the Technical Service Department.
2. RA number must be clearly written on the top of the box in black permanent marker.
3. Two copies of this form are required for return. One copy of this form is to be included inside the box. The other copy must be taped to the top of the box for whole units, or included in a packing slip holder for parts.
4. Contact Golden Technologies Technical Service to schedule pickup of any whole units.
5. All items must be returned to Golden Technologies within 30 days from the issuing of the Return Authorization to be eligible for full credit. Any items returned after 30 days but before 60 days are eligible for 50% credit. Any items returned after 60 days will not be eligible for credit. In the event that we are replacing a product, the return item becomes the property of Golden Technologies. Credit will be determined after disposition. Depending upon the nature and condition of a return, a restocking fee of 15% of the total cost of the item may be charged. Unless otherwise specified by an authorized representative of Golden Technologies, the dealer will be responsible for shipping costs.

Note: It is the responsibility of the dealer to verify that the information listed by Technical Service is correct. Please verify that the serial number of the returning item is correct. In the event that a part is being returned, please make sure that the unit it came from matches the serial number listed. Any incorrect information could affect your ability to receive proper credit. Customer acknowledges that information provided is correct, and accepts the terms specified for return.

Customer Signature _____ Date _____

Order Cancellations After Unit Has Shipped

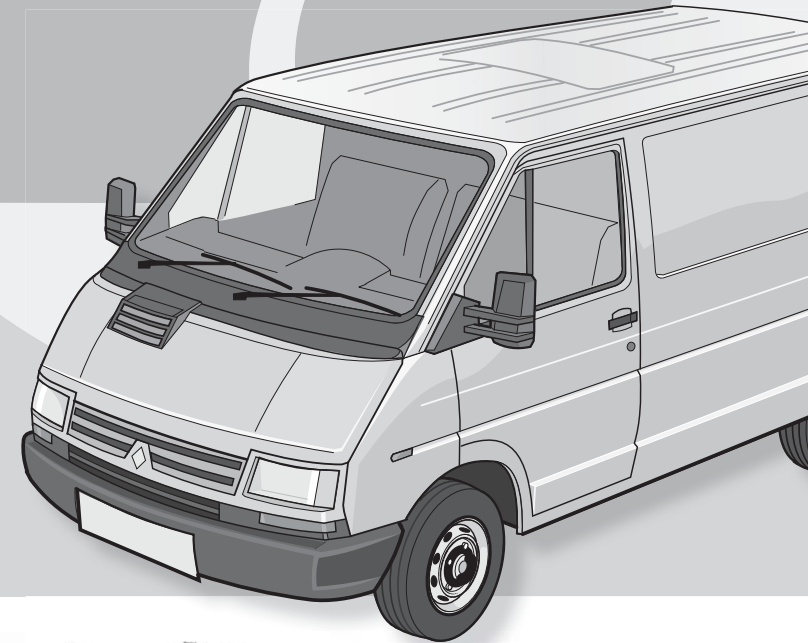
When an order has been cancelled after the unit(s) has shipped, the Dealer must refuse the shipment. The Dealer must sign the carrier paperwork as "carton refused, order cancelled." The Dealer must notify Golden Technologies' Technical Service Department. **The Dealer is responsible for freight charges and a 15% restocking fee if the order is cancelled after it has shipped from Golden Technologies.** Custom orders cannot be cancelled after being shipped.

Change of Destination or Re-consignment

When a shipment destination has been changed or re-consigned, the Dealer must refuse the shipment and sign the carrier paperwork as "carton refused, wrong delivery location." The Dealer must notify Golden Technologies' Technical Service Department with the correct delivery address. **The Dealer is responsible for all additional freight charges if the address is incorrect through no fault of Golden Technologies.**

The above policies must be followed or the Dealer will be responsible for shipping charges and other fees that may be incurred. Except as stated above, Dealers who refuse delivery of ordered products without prior approval will be responsible for all freight charges and a 15% re-stocking charge.

Product Receiving & Assistance Policy





Product Repair and Assist Program

The Golden Technologies Inc. Repair and Assist Program is designed to help protect Golden providers, Golden Technologies, and our mutual customers from working with, selling, or using Golden products deemed to be either damaged by transit or non-functional for any reason. A non-functional Golden Technologies product will be due to freight damage or improper unpacking of a product. All products shipped from Golden Technologies have been inspected throughout the manufacturing process to guarantee product appearance and performance prior to shipment. If a non-functional product is delivered to a dealer or a consumer, Golden Technologies has developed this program to help both parties.

We at Golden Technologies strive for the best possible customer service and support. The Golden brand stands for the highest level of quality, technology, support, and service. The Golden warranty demonstrates our commitment to excellence and our determination to provide it.

Program Outline

Transit Damage

Explicit Damage: Upon Delivery.

The receiving agent identifies damage to either the shipping carton and/or the product immediately upon delivery. Products must be received in accordance to the Golden Technologies Product Receiving Policy. **Please refer to the “Product Receiving Policy” on the back of this brochure. Damaged product must be reported within 48 hours from the time noted on the delivery receipt.**

Not following proper procedures will prevent Golden from being able to assist providers and/or consumers with explicit and concealed damage that occurred during transit.

If the receiving agent accepts a product/package showing damage and fails to note said damage on the delivery receipt, Golden is not able to assist regardless of when the damage is reported.

Concealed Damage: Upon opening the carton.

Concealed damage is found upon opening the shipping carton. This damage was not visible from the outside of the carton and the carton has not been damaged in any way. All concealed damage must be reported to Golden within 48 hours of receipt. **Golden can only offer assistance to dealers who find concealed damage if reported within 48 hours from the time marked on the delivery receipt.**

Golden recommends that receiving personnel always check for both explicit and concealed damage upon the receipt of a Golden Technologies’ product to assure that transit damage did not occur, and to properly document any damage that may be present. Golden Technologies’ lift chairs have been “transit tested” and are properly packaged to prevent transit damage. Proper evaluation of a product and notation on the delivery receipt allows us to recoup costs from poor handling during transit.

If damage does occur, a Golden Technologies’ logistics representative must be contacted to assist the customer in finding a solution. We at Golden understand that someone may be waiting for a product that ended up being damaged in transit. To facilitate the quickest possible resolution, Golden will offer “field solutions” to repair a damaged item. If the delivery receipt properly notes damage, Golden may offer a labor credit to assist the dealer in solving the problem in addition to expediting necessary parts.

If Golden determines that the transit damage cannot be solved in the field, the item must be returned to Golden Technologies. Golden will evaluate the returned product. If the product can be repaired and returned, Golden will facilitate the necessary repairs. If it is determined that the product cannot be repaired satisfactorily, Golden will replace the damaged unit.

If Golden elects to replace a product and asks for the product to be returned, the returning party is responsible for following return instructions

outlined on the “Customer Return Form”. Following these instructions ensures additional transit damage does not occur leaving the dealer responsible for damage. *Returning product does increase the risk for additional transit damage.*

Product Failures

The Golden Technologies product Repair and Assist Program assists with product failures. If a Golden Technologies product has a failure, Golden Technologies will offer warranty coverage as noted in the owner’s manual for that particular product.

Warranty Coverage:

If the product experiences a failure and is covered under warranty, Golden offers dealers support to correct the problem.

Lift Chairs:

If a Golden Technologies’ lift chair requires any warranty related work, Golden will expedite the necessary parts for repair to the repair agent. Costs related to providing parts, freight, and labor are clearly outlined and must be followed.

Parts*: See Golden Technologies lift chair owner’s manual.

Freight*: Golden will cover the cost of freight on lift chair replacement parts within 90 days of purchase.

Labor*: Golden offers labor credits to dealers to aid in the repair of lift chairs requiring warranty work.

Using the exclusive, patent pending Smart Tek™ system,

most technical difficulties can be diagnosed right over the phone! Download our “Smart Tek” brochure for more detail from any lift chair page on our website, www.goldentech.com.

Mobility Products:

Golden does not offer free freight for warranty parts and non-warranty parts for any mobility product. Replacement parts may or may not be subsidized by Golden Technologies.

Special Note:

If a non-functional product is returned to Golden for repair and the agreed repair action fails to address the reason for non-function, Golden authorized technicians will assess the problem and report the problem back to the dealer. If this problem is covered under the Golden Technologies warranty, Golden will fix the problem. If the problem is not covered under warranty, Golden will quote the service required back to the dealer requiring a response within 24 hours. If no direction is given within 72 hours Golden reserves the right to either return the product back to the shipper or dispose of the product.

Cancelled Orders

Orders may be cancelled and the following will apply.

- The order must be cancelled within 48 hours of being placed and must not have shipped.
- If shipped, Golden will refund the dealer the cost of the product less freight and a 15% restocking fee.

- Custom lift chairs may not be returned or cancelled once the item is in production.

As noted on every shipping carton:

- The merchandise leaving the factory has been inspected and in full operating condition prior to being boxed for shipment.
- Check all freight for any evidence of loss or damage upon receipt.
- If evidence of carton damage exists, check contents of product immediately with the driver present. Make very specific notations of any carton damage to the delivery receipt, both your and the driver’s copies. (i.e. carton crushed, hole in carton, etc.)
- You the dealer are not justified in refusing the shipment unless the product is deemed completely worthless. The product should be received and inspected to determine what can be repaired or fixed and reported to Golden Technologies within 48 hours.
- All products should be inspected within 48 hours of receipt even if no visible damage is evident. All “Concealed Damage” must be reported within 48 hours of receipt.
- Do not return damaged merchandise unless you have approval from Golden Technologies and a Return Authorization (RA) number.

*Golden reserves the right to charge for freight and/or parts while paying labor if the lift chair warranty card is not filled out properly and filed in our warranty claims department. Next day air or express shipping charges are excluded. It is the responsibility of the reseller to inform their customers that they have a responsibility to promptly complete all warranty documents and mail them to: Golden Technologies, Attn: Warranty Claims Dept., 401 Bridge Street, Old Forge, PA 18518. All warranty labor must be approved by an authorized technical service agent at Golden Technologies.