

THE OREGON® CUSTOMER-SATISFACTION POLICY

LIMITED WARRANTY

The OREGON® Group of Blount, Inc. warrants its products to be free from defects in materials and workmanship for as long as they are owned by the original retail purchaser.

If you like our products, please tell your friends. If you are not satisfied with our products, for any reason, please tell us. OREGON® wants to provide you with products that perform to your full satisfaction. We welcome you to contact us as shown below.

LIABILITY UNDER THIS WARRANTY IS LIMITED TO REPLACEMENT PARTS, AT THE OPTION OF YOUR OREGON® DISTRIBUTOR AND OREGON®. PLEASE CONTACT YOUR OREGON® DISTRIBUTOR OR US DIRECTLY. OREGON® PRODUCTS ARE NOT WARRANTED AGAINST NORMAL WEAR AND TEAR, USER ABUSE, IMPROPER MAINTENANCE OR IMPROPER REPAIR.

REPLACEMENT OF DEFECTIVE PRODUCT IS THE EXCLUSIVE REMEDY UNDER THIS WARRANTY AND ANY APPLICABLE IMPLIED WARRANTY. THE REPLACEMENT WILL BE UNDERTAKEN AS SOON AS REASONABLY POSSIBLE AFTER RECEIPT OF THE DEFECTIVE PRODUCT. **TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THIS PRODUCT IS LIMITED TO THE DURATION AND SCOPE OF THIS EXPRESS WARRANTY.** OREGON® SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR DO NOT ALLOW THE EXCLUSION OF CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES THE ORIGINAL OWNER SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

OPTIONAL OEM VOID PROTECTION – If an original equipment manufacturer (OEM) refuses to honor the OEM's written warranty solely because you have purchased and used OREGON® replacement parts in the OEM's product, then OREGON® will allow you to substitute the rights and remedies provided to you under the OEM's written warranty for this express limited warranty. To be eligible for this optional OEM warranty, you must obtain from the OEM and provide to OREGON® written confirmation from the OEM that it, the OEM, has refused to honor the OEM written warranty solely because you purchased and used OREGON® replacement parts in the OEM's product.

To contact us in the U.S.A. regarding OREGON® Forestry products (cutting chain, guide bars, sprockets, and accessories for chainsaws and mechanical timber harvesters), we welcome your calls between the hours of 7:30 a.m. and 4:00 p.m. (Pacific Time) Monday through Friday at 503-653-4706, or you can write to: Technical Services Department, OREGON®, Blount, Inc., P.O. Box 22127, Portland, Oregon 97269-2127, or you can contact us by visiting our website at www.oregonchain.com and using the "Technical Information" or "Technical Services" links.

To contact us in the U.S.A. regarding OREGON® Outdoor Equipment Parts (lawnmower blades and replacement parts for small engines, lawnmowers and many other types of outdoor power equipment), we welcome your calls between the hours of 7:30 a.m. and 4:30 p.m. (Central Time), Monday through Friday at 816-231-5007, or you can write to: Technical Services Department, Oregon Outdoor Equipment Parts, OREGON®, Blount, Inc., 4840 E. 12th Street, Kansas City, Missouri 64127, or you can contact us by email at techservices@oregonoep.com.