

LIFT SOLUTIONS, INC BACK CHARGE POLICY

GENERAL RULES

In the event that Lift Solutions, Inc.(LSI) is made aware that an error may have been made by us during the design or manufacture of your job, we can open the discussion regarding back charges. In specific situations, resolution will require our acceptance of a reasonable back charge for work performed to correct a problem.

Our objective is to efficiently resolve any problem. To do so, LSI must be fully advised of the problem when it occurs and have the opportunity to resolve or troubleshoot the problem.

LSI will automatically decline any back charge where we were not immediately advised of the problem, were not requested to provide troubleshooting, or if our instructions are not followed.

LSI will accept a back charge if and only if:

1. The job is covered under warranty.
2. LSI has been fully informed of the problem.
3. LSI has had the opportunity to discuss, troubleshoot, and/or investigate the problem.
4. LSI has determined that your performing the correction is the least costly solution.
5. The work to be performed, the maximum number of hours and the rate has been authorized by John Castano, LSI President, in writing.
6. Work, if by other contractors, has been agreed to in advance in writing.
7. Your outstanding credit balance is up to date.

LSI is not responsible for the time required to diagnose a problem, only for the time required to correct the problem within acceptable industry standards. Immediately advising LSI of a problem will minimize your diagnostic time.

LSI will not accept any back charges for incidental or consequential costs resulting in a delay in completing the project. LSI will not accept any additional billing beyond that specifically agreed to.

SUBMITTING AN INVOICE

When a back charge is submitted for payment, the following information is required:

1. A copy of our Back Charge Authorization signed by John Castano.
2. Copies of your time cards.
3. Detailed description of the work performed.
4. Detailed information of your direct hourly labor cost.
5. Copies of invoices from third party contractors, if any.
6. Drawings, sketches, and/or photographs of problem.