



July 10, 2018

Re: Beau-Roc Warranty Claim Procedure – Photos Requirement Reminder

Dear Partners,

Just a friendly reminder that you must provide us with relevant photos for all submitted warranty claims to be processed. Photos must clearly show:

1. The problem that you are describing (close-up & from a distance that gives a global view of the body area);
2. Any other relevant components relating to the issue (when necessary for proper identification & comprehension of the problem);
3. The problem after it has been repaired/resolved.

Note: Photos must be unique & specific to the related body serial numbers. Photos submitted from previous similar repairs are not acceptable and will not be considered.

You will find our latest warranty form attached to this email.

Please note that due to our corporate regulatory mandate, the above photo criteria **MUST** be met for claim approval. All claims made that do not meet the photo requirements will not be approved.

Thank you for your understanding and cooperation.

The Beau-Roc Team