



## Quantum Fuel Systems Product Return Policy

Subject to the terms of this Return Policy, new, unused and salable products purchased from Quantum Fuel Systems LLC ("Quantum") are eligible for return within 90 days of purchase by customer, subject to a 20% restocking fee.

**Eligibility.** To be eligible for return, products must:

- Have been purchased directly from Quantum
- Be new, unused and in salable condition

**Exclusions.** The following products are not covered by this Return Policy and cannot be returned to Quantum:

- Special order products and custom made products
- Products that are past their stated shelf-life
- Tanks, complete fuel system modules and VP trailers

### **Process**

- Prior to returning products to Quantum, customer must submit a Return Material Authorization Request ("RMAR") online and receive a Return Material Authorization ("RMA") number from Quantum
- Any return shipment received by Quantum without an RMA number will be rejected by Quantum and scrapped or returned to customer at customer's expense
- Customer will not receive a refund for damaged or unsaleable products or products that were returned without an RMA number
- Once customer receives an RMA number, customer must ship the parts to Quantum via prepaid freight (FOB Quantum) within 30 days of receipt of the RMA
- On receipt of the returned products, Quantum will verify product returned against the RMA and perform a quality inspection
  - If products are damaged or otherwise unsaleable, Quantum will notify Customer and will either scrap the Products or return the Products to Customer at Customer's expense
  - Inspected and approved products Quantum will be credited to the customer for the net price paid by customer less a 20% restocking fee within 30 business days