

APPENDIX C

NOTICE OF PARTS RETURN

A repair facility is required by law to give customers a notice which informs them of their right to reclaim replaced parts. The notice may be given in one of three ways:

- a) By means of a sign displayed in the facility with lettering at least 1-inch high;
- b) On the face of a contract form, work order form, or other document in bold face capital letters at least 12-point type size and at least 4 points larger than the principal type size of the master document;
- c) By a separate written document in bold face capital letters at least 12-point type size.

The example shown below is printed in 12-point bold face type.

PARTS RETURN

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.