



**Ramptech Inc. Repair & Return Guidelines**  
*Drafted for the Holden America Grate / Lock Chock System*

**August, 2008**

### **3.Repair and Return Orders (R&R)**

Ramptech is in a position to repair all damaged chocks accumulated at pool maintenance sites. Ramptech will pay for freight both to and from our facility in Bedford Park, IL (Chicago). The repaired chocks will be packaged and returned to the location of your choice in like quantities. It is Ramptech's intention to provide same day service. We will return to you a like quantity of repaired chocks within 24 hours of receiving the inbound shipment of broken chocks. In the event of a very large inbound shipment, we will immediately dispatch two crates of repaired chocks (60 per crate) and follow up with the balance in a few days, or as directed by you.

Gilberto Saucedo is our primary point of contact for the R&R orders.

1. To get things started, once 2 – 4 crates of chocks have been accumulated, call 708-594-2179 and ask for Jim.

Σ James Schmidt: **Operations Manager**. Ext. 4004

If intended contact is away from their desk, please leave a message with all the pertinent details (name, facility, phone number, number of chocks, and quantity of containers) and your call will be returned immediately.

2. The Ramptech Inc. website contains all of the paperwork you need to arrange for a truck to pick up your order. Please complete the appropriate forms.
3. Once you've completed the paperwork, please affix the return bill of lading and custom forms to the containers being sent to Ramptech Inc.
4. Please be sure that the destination address is clearly marked on each container.

**Ramptech Inc.  
6235 S. Oak Park Ave.  
Chicago, IL  
60638**

5. After pick-up of the shipment has been arranged, a truck will arrive and you will be responsible for loading the order.
6. Upon the receipt Ramptech will count the damaged chocks and return the same quantities within twenty-four hours.

### R&R Chock Pricing

Ramptech has established a **5 tier pricing system**. All chocks sent in for repair will be returned to the location of your choice, freight prepaid, in the exact quantities as received, reds versus greens.

<u>Item</u>	<u>Price</u>
Standard Repair	\$43.50
Handle Lock Damage Only	\$5.50
Alignment Cleat Damage Only	\$4.55
No Damage	N/C
Warranty Work	N/C

### WARRANTY:

Ramptech is authorized to approve warranty repairs on Holden's behalf. In those instances, we include replacement re-conditioned chocks in your shipment and deliver them free of charge.

- Σ *For your convenience, all price breaks and warranty issues are split, red versus green, and itemized separately on your bill of lading and invoice.*
- Σ *Crates for the accumulation and shipping of damaged chocks are available upon request, free of charge.*