

EXAMPLES OF THE PRO RATA WARRANTY:

19 MacIntosh Street
PO Box 7003 NEMSC
Tamworth NSW 2340

P: 1800 816 299
F: 02 6765 0780
E: admin@rapidplas.com.au
W: www.rapidplas.com.au

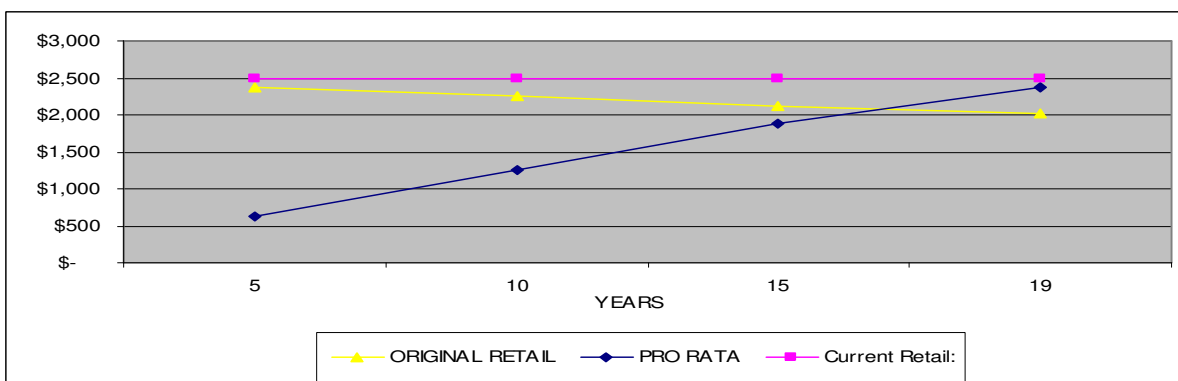
Today's Date: 15/04/2010
Current Retail: \$2,500

DATE PURCHASED	YEARS OWNED	ORIGINAL RETAIL	PRO RATA	SAVE OFF CURRENT RETAIL
15/04/2005	5	\$ 2,375	\$ 625	\$ 1,875
15/04/2000	10	\$ 2,250	\$ 1,250	\$ 1,250
15/04/1995	15	\$ 2,125	\$ 1,875	\$ 625
15/04/1991	19	\$ 2,025	\$ 2,375	\$ 125

NOTE: To obtain the pro-rata price you must return your faulty tank.
Also note this option is only available on the manufactures discretion and election.

Questions & Answers:

- Q: Why do I have to pay for a Pro Rata?**
A: You don't. Sometimes an offer to upgrade your tank will be made, and you can take advantage of this offer if you want to.
- Q: Why is the Pro Rata price worked off the CURRENT retail, and not the retail price I paid when I purchased the tank X years ago?**
A: The Pro Rata offer is usually made when the manufacturer feels it would be advantages for you to trade in your "old-design" tank for the "latest model". As part of our Quality Management System, we are upgrading and improving our products regularly.
- Q: Why does the Pro Rata price get DEARER the longer the product has been owned by me?**
A: The longer you have owned the tank, the more use you have had from your product, which is what you paid for in the first place. So you have received a certain value from your investment already. The Pro Rata offer allows you to upgrade your old product for the new one.
- Q: Can I keep my old tank, rather than return it?**
A: Sure. Often this is a very good option, as it may have water in it and obviously is plumbed in.
Rapid Plas offer spare parts for some repairs.
If returned, Rapid Plas sell these via auction to the highest bidder. These tanks (depending on the failure type) would often be used for stock water, etc, and this sale helps Rapid Plas recover the costs of upgrading your tank.



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