

RETURNS, EXCHANGES AND WARRANTIES

Returns and Exchanges

If, for any reason, you are not satisfied with your purchase from parmakusa.com, you may return it for a refund or exchange within 30 days of your purchase. After 30 days, all sales are final. Please contact our customer service at 800-662-1038 for a return authorization. If returning from outside of the USA, you will need to arrange for your return shipment.

If you purchased a Parker McCrory Mfg. Co. product (Parmak, Baygard, Pasture Pride, BayShock products) from an Authorized Dealer, you must contact that dealer for any returns or exchanges (excluding returns covered under warranty).

To return your Parker McCrory Mfg. Co. product (Parmak, Baygard, Pasture Pride, BayShock products) product for return or exchange:

Ship your product addressed label to:

Parker McCrory Mfg. Co.

Attn: Service

2000 Forest Avenue

Kansas City, MO 64108

USA

Inside the package, please include the following:

Full Name

Street Address

Telephone Number (should we need to contact you)

Email address (if applicable)

Brief description of the reason for return

Copy of the original, dated sales receipt

The packing slip you received with your product (in lieu of the original sales receipt).

The complete product in original packaging (if the product is not in the original packaging, additional charges may apply).

FOR EXCHANGES*: We want you to be 100% satisfied with your product and are happy to exchange your product for another product within the first 30 days after purchase. If the cost of the replacement product is greater than the original purchase price, please provide your credit card information. If the replacement product is less than the original purchase price, the difference will be credited to the original purchaser.

* Please note that without a valid proof-of-purchase, your return may not be accepted.

PARMAK Electric Fence Chargers

Parmak Electric Fence Chargers are warranted to perform exactly as represented and to be free from all defects in materials and workmanship. Any PARMAK Electric Fence Charger purchased after May 1, 2018 that is returned to the factory within three years (one year on PG-50) after purchase from dealer will be repaired or replaced free of charge. Any PARMAK Electric Fence Charger purchased prior to May 1, 2018 that is returned to the factory within two years (one year on PG-50) after purchase from dealer will be repaired or replaced free of charge. Warranty includes damage caused by lightning. Gel battery are warranted for one year from date of purchase. Parmak special steel housings warranted for life against rust. If Parmak housing ever rusts, it will be replaced free of charge - regardless of its age.

Baygard® Electric Fence Wire, HV Tape and Equi-Tape®

Parker McCrory Mfg. Co. warrants to the purchaser, for a period of five (5) years from date of purchase, seven (7) years on Platinum Series®, that Baygard® will not rust, rot, lose strength through weathering due to sunlight or prove defective in workmanship or material. Any roll of Baygard® determined to have such a defect during the five year period cited above will be replaced at no charge to the purchaser.

Pasture Pride

Parker McCrory Mfg. Co. warrants to the purchaser, for a period of one (1) year from date of purchase, that Pasture Pride will not rust or prove defective in workmanship or material. Any roll of Pasture Pride determined to have such a defect during the one year period cited above will be replaced at no charge to the purchaser. The above warranty does not cover product failure resulting from lightning strikes, breakage from snow load, excessive tensioning or improper handling or installation.

To obtain performance under this warranty, the purchaser shall notify Parker McCrory Mfg. Co. in writing (addressed to Parker McCrory Mfg. Co., 2000 Forest Ave, Kansas City, MO 64108 USA) or by calling our customer service line (800-662-1038) of any defect promptly following its discovery, and shall submit with such notice a 3 foot long sample of the defective product (wire, tape, and rope products only) along with proof of date of purchase.

Service: If your Parmak electric fence charger needs service inside or outside your warranty period, you can contact your local dealer to see if they currently offer factory

authorized service. If you are unable to find local service or would like to send the fence charger directly to Parmak's factory service center, the address is:

Parker McCrory Mfg. Co.
ATTN: Service
2000 Forest Avenue
Kansas City, MO 64108

Please include the following information with the unit when sending it to Parker McCrory:

- Contact information (name and phone number).
- Return shipping address.
- Purchase date with a copy of sales receipt (for warranty repairs only).
- Problem description.

Repair Service - Outside USA

If your Parmak fence charger needs service inside or outside your warranty period, please contact our service department at 800-662-1038 or 816-221-2000 (M-F 7:30am - 4:00pm central time) factory authorized service assistance. You can also choose to [EMAIL US \(info@pamakusa.com\)](mailto:info@pamakusa.com) for service assistance.

Out of warranty repairs: All out of warranty fence charger repair costs must be prepaid before the fence charger will be returned. Upon receipt of your fence charger, we will diagnose the problem and contact you with the cost of repair. We accept Discover, MasterCard, and Visa credit cards.

All factory service is warranted for 1 full year from date of service.

Retain a copy of your receipt, shipping information, and fencer serial number for your records.

Warnings & Disclaimers

Electric Fence products must be used within permanent fencing. Their effectiveness is dependent upon proper installation and electrification.

Do not use portable electric fencing as only means of animal restraint. If used as only means of restraint without permanent fencing, animals may escape with the risk of serious injury to animals or people.

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15. LEGAL CONTACT INFORMATION

If you have any questions about these Terms of Use, please contact PARKER McCrORY by writing the President, Parker McCrory Mfg. Co., 2000 Forest Avenue, Kansas City, Missouri 64108.