



CAATS™ products achieve **Total Customer Satisfaction**
with the following **SATISFACTION GUARANTEE**.

In the event any Original Purchaser of any **CAATS**-branded product is dissatisfied with any CAATS product purchased via any approved Distributor in Good Standing, **CAATS** will make it right by:

1. full or partial refund of the invoice amount, provided as a credit to the Distributor's account, or
2. full or partial replacement of the product in question.

Although **CAATS** will seek the Distributor's preference, **CAATS** reserves the right to determine which of the above will satisfy this GUARANTEE. "Good Standing" is defined as an account with satisfactory pay and performance history over the previous six (6) months as determined by **CAATS** Management.

Claims under this GUARANTEE must be filed in writing.

At all times, our intention is to take appropriate action quickly to satisfy our valuable Distributors and their customers.