



Arrow International, Inc.

To: Arrow Distributors
From: Mike Mascio
Date: November 1, 2011

Dear Valued Distributor:

Please be advised that effective December 1, 2011 – Arrow International will strictly enforce our policy that requires all warranty and non-warranty parts with an assigned RMA (return material authorization) number to be returned within a 30 day period in order for a credit to be issued. If the part is not returned within the 30 day time frame, the customer will be charged the list price for the replacement part and will no longer be eligible for a credit on the defective or overdue part.

It should also be noted that when a part is returned, it must be the same part number as assigned on the RMA. All warranty parts will be verified by serial number in comparison to our records and must be either the original part installed when the product was manufactured or a replacement part provided by Arrow against a previously issued RMA.

We thank you in advance for your cooperation in this matter.

Sincerely,

Michael A. Mascio
Senior Director
Equipment Operations
216.961.3500 x. 273