

## Zero Defects Guarantee

Norris, A Dover Fluid Management Company, Tulsa, Oklahoma, (hereinafter called “Norris”) hereby warrants to its Customers that all newly manufactured steel sucker rods, pony rods and couplings, sold by Norris or through its authorized distributors, pursuant to Norris “ZERO DEFECTS GUARANTEE”, shall comply with the requirements of the American Petroleum Institute (API) Specification 11B, current edition.

If any inspection or testing of a newly manufactured Norris sucker rod, pony rod or coupling hereunder reveals any failure to comply with API Specification 11B, Norris will replace, without cost to the Customer, any products deemed to be in noncompliance with said API Specification. In addition, Norris agrees to pay such inspection cost as may be associated only with the non-conforming product(s) as well as pay for such inspection cost as may be associated with the replacement product(s).

To be reimbursed for its inspection or testing costs associated only with the products found to be in noncompliance (not the entire inspection costs), Customer must have the inspection or testing performed by an inspector or tester who is qualified to perform such inspection or testing according to methods outlined in the current edition of API Specification 11B and/or Recommended Practice 11BR.

### **The following stipulations shall apply:**

- The ZERO DEFECTS GUARANTEE does not cover product noncompliance resulting from improper storage, transportation, handling, wear, deterioration or any other misapplication, alteration, abuse, misuse or accident.
- Criteria for evaluating product compliance will be limited to those items that can be audited (measured) within the current edition of API Specification 11B. Those gray areas subject to multiple interpretations do not apply unless specifically identified and agreed to by both Norris and the Customer prior to inspection.
- Realizing how difficult it would be to always have representation from both Norris and the Customer on-site during any inspection or testing (even though this is recommended), the inspection or testing company agrees to notify both entities should product noncompliance be identified. Only after mutual agreement between Norris and the Customer will product noncompliance be confirmed. The inspection company will not have the right to make the final decision binding to Norris.
- Should a thread gauge discrepancy occur and the inspection company is deemed to be the acceptable method of proofing between both Norris and the Customer, then Sections 6, 7, 8 and Appendix C of the current edition of API Specification 11B will apply. Otherwise, only Norris gauges will be used to proof the product discrepancy.

# Zero Defects Guarantee

continued from previous page

## **THE NORRIS ZERO DEFECTS GUARANTEE. IT'S ONE BOLD STATEMENT.**

In 1963, Norris was the first to offer a comprehensive quality guarantee which paid pulling costs if a sucker rod was determined to be defective in material and/or workmanship.

In 1990, Norris was the first to offer the ZERO DEFECTS GUARANTEE for new sucker rods, pony rods and couplings. This written guarantee states that if your third party inspector finds even one defective new sucker rod, pony rod or coupling, based on the current edition of API Specification 11B, Norris will replace the product(s) deemed to be in noncompliance, pay for the cost of the inspection or testing associated with the product(s) deemed to be in noncompliance, plus pay for the cost of the inspection or testing to replace the product(s) deemed to be in noncompliance with the current edition of API Specification 11B.

Norris knows you're as serious about quality as we are. So when it comes to making a promise like the ZERO DEFECTS GUARANTEE, we don't joke around about it. Call your Norris representative and find out just how serious we are.

### **NOTICE**

The ZERO DEFECTS GUARANTEE is in addition to, not in lieu of, existing product warranties. Please refer to the Technical Sheet "Limited Warranty" for steel sucker rod, pony rod and coupling warranties.

