

## **WE STAND BEHIND OUR EXPERIENCE AND OUR PRODUCTS**

OUR COMPANY HAS SUPPLIED READY TO INSTALL PRODUCTS TO PROFESSIONAL INSTALLERS FOR OVER 80 YEARS. WE HAVE SUPPLIED THESE SAME PROFESSIONAL GRADE PRODUCTS TO THE D.I.Y. MARKET SINCE 1975.

PUTT GEORGI IS A PROFESSIONAL INSTALLER WITH OVER 45 YEARS OF EXPERIENCE, HAVING STARTED IN THE TRADE IN 1969.

WHILE PROFESSIONAL INSTALLATION IS STRONGLY RECOMMENDED, THESE PRODUCTS CAN BE INSTALLED BY A NOVICE WITH REASONABLE MECHANICAL SKILLS AND PATIENCE.

ARO 2000 warrants all items sold - convertible tops, plastic curtains, and hard glass - to be free of material or manufacturing defects at time of shipment from our factory.

### **CAREFULLY EXAMINE IMMEDIATELY BEFORE INSTALLING**

No claims will be accepted for any item with a visible defect once installation has been started, or if altered in any way beyond normal installation requirements.

PLEASE HAVE THE INSTALLER INSPECT ALL PARTS IN YOUR PRESENCE. IF NOT POSSIBLE, PLEASE INFORM THE INSTALLER THAT SHOULD THERE BE QUESTIONS OR CONCERNS TO CONTACT US IMMEDIATELY BEFORE PROCEEDING SO THAT WE MAY ADDRESS ANY ISSUES.

IF THE PART YOU ARE INSTALLING IS SIGNIFICANTLY DIMENSIONALLY DIFFERENT THAN YOUR OLD PART OR YOU FEEL YOU HAVE RECEIVED THE WRONG PART - HAVE YOUR INSTALLER CALL **BEFORE** INSTALLING, STAPLING, GLUING OR OTHERWISE ALTERING THE NEW PART.

NO ADJUSTMENTS OR CREDITS WILL BE POSSIBLE ONCE INSTALLATION HAS BEEN STARTED UNLESS WE RECEIVE BACK THE OLD PART(S) YOU INITIALLY REMOVED FROM THE CAR TO BE REPLACED FOR COMPARISON TO OUR PATTERNS.

### **WE TAKE COMPLAINTS SERIOUSLY.**

IF YOU (OR YOUR INSTALLER) EXPERIENCE DIFFICULTY DURING INSTALLATION PLEASE - **DO NOT CONTINUE INSTALLATION and DO NOT REMOVE/RETURN THE ITEM BEFORE CONTACTING US.**

NO ADJUSTMENTS OR CREDITS WILL BE POSSIBLE IF THE INSTALLATION IS CONTINUED WITHOUT CONTACTING US, POSSIBLY RENDERING THE PART UNSALVAGEABLE, OR IF THE PARTS IN QUESTION ARE REMOVED PRIOR TO SENDING US PHOTOS.

SEE THESE POSSIBLE ISSUES CREATED BY IMPROPER INSTALLATION or TOP FRAME ISSUES:

[http://www.aro2000.com/VALANCE\\_ISSUES.htm](http://www.aro2000.com/VALANCE_ISSUES.htm)

[http://www.aro2000.com/TOP\\_FRAME\\_ISSUES.HTM](http://www.aro2000.com/TOP_FRAME_ISSUES.HTM)

PLEASE CALL OR EMAIL US. WHEN POSSIBLE, PLEASE BACK UP CONCERNS BY EMAILING DIGITAL PHOTOS DEMONSTRATING THE ISSUES IN QUESTION.

CALL - **845-778-2158** MONDAY-THURSDAY 8AM-4:30 PM EST

EMAIL [info@aro2000.com](mailto:info@aro2000.com) / **TEXT ONLY** 845-597-4147 ANYTIME / EVENINGS / WEEKENDS