



# Systems & Methods International LLC

NGA developed by Mark Mitchell – Inventor US Patents 5,150,577; 5,623,833; 8,920,668; 9,182,381

Systems And Methods International

252-205-7254

## SAMI Guarantee of Satisfaction and Warranty

If our NGA product fails to perform to your satisfaction, we will provide free re-treatment or offer full product portion refund of treatment service and shipping charges.

100% Guarantee when applied according to application directions\* (Do not mix NGA with other chemicals\*\*):

Non-corrosive as demonstrated by InVitro Corrositex test (GHS certification)

Completely biodegradable in treatment solution in accordance with OECD 301-D;

Highly significant odor reduction for animal waste (urine and feces) in pit, lagoon, and other animal excretion applications (such as vomit) including dog, cat, and other pet odors at 5% spray-on mist application;

Significant reduction in fly attraction compared to untreated areas;

Minimizes crusting and foaming in animal waste confinements;

Reduction in solids due to bacterial and enzyme activity;

\*\*DO NOT USE NGA WITH ANY OTHER CHEMICAL OR ADDITIVE. Products containing some antiseptic ingredients and all products containing glutaraldehyde, derivatives of glutaraldehyde compounds, or quaternary ammonium compounds, chlorine and chlorine compounds may render NGA completely ineffective. Free chlorine presence beyond 20 ppm may render NGA and other SAMI products completely ineffective. All antiseptic and insecticide products contain chemicals that pose risk to the beneficial bacteria and may prevent SAMI products from acting as designed. If decrease in effectiveness of NGA has been noticed in any previously treated area you should contact SAMI immediately and review treatment records.

## SAMI Product Warranty

SAMI warrants all products to meet GHS non-corrosive criteria and OECD 301-D biodegradability standard. All SAMI shipments are tracked by lot ID and date of manufacture at the manufacturing location. SAMI warrants NGA concentrate to be serviceable for a period of 5 years as stored in the original shipping container.

### What Does This Warranty Cover?

Customer satisfaction is our top priority. This warranty covers any product that is purchased from SAMI which fails due to a defect in materials or workmanship as long as the product is used and applied in accordance with SAMI application instruction and guidance. This warranty is subject to the terms, conditions and exclusions provided below. This warranty is valid only if you are the original purchaser of the Product and may **not** be transferred.



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## **How Long Does Warranty Coverage Last?**

This warranty begins when you purchase SAMI Solutions product and lasts for (5) five years if the product remains in the original container without any substance of any kind being added to the original storage container. SAMI warrants the product as applied in accordance with application instruction of SAMI for a period of one (1) year provided no other materials, other than animal waste or water, excluding accidental over dilution of pit contents. To determine how long your warranty lasts, and because warranty periods may vary between applications, please refer to your sales receipt. Coverage terminates, including any and all implied warranties such as the implied warranty of merchantability or fitness for a particular purpose, at the end of the applicable warranty period or earlier if any other chemical is introduced into a treated area. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. If a SAMI Product is replaced under this warranty, the replacement Product will be covered for ninety (90) days from the date of exchange or the remainder of the warranty period, whichever is greater.

## **What Will SAMI Do?**

At our option, we will either replace any defective product at no charge or provide a refund. If Product is replaced under this warranty, we will warranty the replacement product as well, subject to the terms, conditions and exclusions contained in this warranty.

## **What Does This Warranty Not Cover?**

This Warranty does NOT extend to product that fails to achieve expected or cited performance due to (i) improper use, application, maintenance or service; (ii) combination of the product with other third-party product(s); (iii) abuse, misuse, modification, or neglect; (iv) failure to follow directions; (v) an act of GOD (such as fire, flood, chemical fallout, salt, hail, or other environmental conditions including natural disasters; (vi) installation or use where such product is not intended for the application; or (vii) use in application equipment exposed to fungicides, insecticides, antiseptics, sterilant, antimicrobials, ammoniated (ammonia) or chlorinated (chlorine) compounds, or any other product deemed detrimental to NGA without written consent from SAMI.

This warranty does not cover incidental, consequential, indirect, or special damages to SAMI products resulting from improper storage, handling or re-packaging. This limited warranty represents the total liability of SAMI for any SAMI product. SAMI makes no other warranty or representation of any kind whatsoever, express or implied, and all implied warranties including any warranty of merchantability and fitness for a particular purpose other than those specifically stated on product label or sales receipt are hereby disclaimed. Some states do not allow the exclusion or limitation of incidental or consequential damages or the disclaimer of implied warranties, so above limitations may not apply to you.

## **How Do You Get Service?**

In order to be eligible for service under this warranty you MUST contact SAMI Solutions or our authorized representative. SAMI will either replace the Product or provide a refund.

## **How Does State Law Apply?**

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.