



Customer Services
 Phone: 1-800-935-5456 Fax: 1-800-683-4247

Evaluation Response Letter

Sold-to Party
 ACME AVE
 DALLAS, TX 75220

Attn: John Doe

Report Number: REFERENCE NO.
 Initiation Date: 05/15/2024
 Customer Phone: 1-214-350-5886
 Customer Fax: 1-214-350-8988
 Salesperson: Jane Doe
 Evaluator:

Item#	Material	Description	Quantity
1	MN-TRAP-H Evaluation Results: Possibly Defective - Assembly Issue	2" X 1-1/2" RB NY TRAP WITH	10

Dear: John Doe

The purpose of this letter is to report the results of MATCO-NORCA's evaluation on the above subject(s)

Our records indicate that the subject Report Number was initiated on: **05/15/2024**

Based on our initial investigation of the subject product, we presently believe that the likely cause of the failure of this product is due to a possible manufacturing defect. Please note that the findings discussed herein are based on the initial testing performed by MATCO-NORCA and the information available to MATCO-NORCA at the time the testing was conducted, and should not be considered a conclusive finding or an admission of any liability or responsibility. MATCO-NORCA reserves the right to alter its findings based on new information, additional testing and/or further review of its test results.

We apologize for the inconvenience that you have incurred. The goal of MATCO-NORCA Customer Services team is to resolve customer problems by providing world class technical assistance. Thank you for your cooperation.

Respectfully,

MATCO-NORCA Customer Services

MATCO-NORCA's policy for the payment of returned product shipping or freight charges is as follows:

Please read RMA carefully for return instruction and material condition; as credit will be issued upon inspection only.

All material must be return in good factory resalable condition. Please package all material carefully to prevent damage during shipment

All material must be unused, no missing product, no sun bleach stains, no rust, no scratched off pain, or defects of any kind.