



Exhibit B – Warranty and Support Terms

This exhibit outlines the Supplier's warranty policy, including the duration, conditions for warranty claims, and the Reseller's responsibilities for providing customer support in compliance with the agreed terms.

<https://fmbrown.com/terms-of-use/warranty-policy/>

Brown's Amazon Reseller Warranty Policy

Purpose

At F.M. Brown's Sons, Inc., we are committed to supporting our authorized resellers and ensuring the satisfaction of customers who purchase our products through authorized channels, such as Amazon. While we do not sell directly to customers, we recognize the importance of addressing product concerns to maintain trust and protect the integrity of our brand.

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Scope and Coverage

This warranty applies exclusively to products sold by authorized resellers. F.M. Brown's does not extend warranty coverage or support to products sold by unauthorized resellers, as these sellers may not adhere to the same standards of product handling and customer service.

Brown's offers quality control (QC) and support services to assist authorized resellers in resolving legitimate product issues reported by customers. Customers experiencing issues with a product purchased from an authorized reseller must complete the Product Issue Form. Our Quality Control Team will review each complaint and determine the appropriate resolution.

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Warranty Coverage

1. Support for Resellers

- Brown's will provide quality control (QC) and support services to address product-related issues reported by product purchasers who bought through Amazon resellers.

2. Product Purchaser Concerns

- Product purchasers experiencing product issues must fill out the [Product Issue Form](https://fmbrown.com/product-issue/). <https://fmbrown.com/product-issue/>
- Our Quality Control Team processes **all concerns**, evaluates the complaint, and determines an appropriate resolution.



3. Resolution Options for Product Purchasers

- **Refunds:** Refunds are issued to product purchasers only when the following are provided:
 - Completed Refund Request Form (F-215-001).
 - Proof of purchase (e.g., Amazon receipt).
 - UPC cut from the packaging.
- **Replacements:** Replacements may be issued as a goodwill gesture, depending on the circumstances.

4. Timeframes for Claims

- Complaints must be reported within **90 days of the purchase date**.
- Refund requests must be submitted within **30 days of incident reporting** and include all required documentation.

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Responsibilities of Resellers

1. Authorized Reseller Compliance

- Resellers must include accurate product descriptions and ensure that Brown's products are sold in accordance with our brand guidelines.
- Resellers should direct product purchasers to contact Brown's directly for product-related issues.

2. Proactive Communication

- Resellers are encouraged to inform customers about Brown's dedicated Quality Control and Support Team as part of their customer service strategy.

3. Support Coordination

- Resellers must notify Browns of any recurring or significant complaints, allowing for a coordinated response to maintain product quality and customer trust.

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Process for Product Purchaser Complaints

1. Contact Information

- To initiate a claim, product purchasers should call the number on the packaging or visit the [Product Issue Form](https://fmbrown.com/product-issue/) (<https://fmbrown.com/product-issue/>).

2. Quality Control Follow-Up

- Brown's QC team will contact the product purchaser to gather details and investigate the issue. Complaints are logged in the TNL database for traceability and review.



3. Resolution Timeline

- Brown's aims to resolve complaints within **30 days**. If approved, refunds are processed within **6-8 weeks**.

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Exclusions

This warranty does not cover:

- Products not purchased from authorized resellers.
- Claims reported after **90 days** from the purchase date.
- Indirect or consequential damages, including loss of profits or goodwill.

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Reseller Benefits

1. Enhanced Customer Confidence

- Brown's direct support for product purchasers reflects positively on our resellers, strengthening customer trust and loyalty.

2. Streamlined Complaint Handling

- Brown's QC team handles complex product issues, allowing resellers to focus on sales and customer service.

3. Quality Assurance

- Feedback from product purchaser complaints helps Brown's improve product quality, ensuring resellers offer the highest-quality pet and wild bird products.

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Contact Information

For product-related concerns, please direct customers to:

Product Issue Form: <https://fmbrown.com/product-issue/>

Phone: 800-334-8816

Email: petinfo@fmbrown.com

For Resellers Only: Contact our Reseller Support Team at [Amazon@fmbrown.com] for additional assistance or coordination regarding customer complaints.