

Corporate Office
PO Box 2522
Eugene, OR 97402
(541) 686-9844
sales@sdirubber.com



SCIENTIFIC DEVELOPMENTS, INC.

QUALITY PRODUCTS FROM RECYCLED TIRES SINCE 1973

Midwest Factory
1655 Gateway Ct
Elkhart, IN 46514
(574) 970-7199
Elkhart@sdirubber.com

Product Warranty and Returns

All SDI products are manufactured according to industry standards. Therefore, when a specification calls for an item that one of our products compares to in dimensions, weight, material, etc., it should be adequate for the application. During our 40+ years in business there have not been any major problems concerning the durability or effectiveness of our products. We offer a 3 year warranty against manufacturing defects when the product is properly installed or used.

While SDI products are manufactured to be rugged and dependable, there are some abuses they just won't stand up to. These are not defects but generally amount to consumer error. Damage caused by forklifts, snowplows and street sweepers is NOT a manufacture defect. Damage caused by dragging an object over the bump/hump. (i.e. axles, trailer tongues etc.) does not constitute a defect. Damage caused by improper installation is NOT a manufactures defect (i.e. not using adhesive to secure the edges of the Speed Humps etc.).

If you (or your customer) have a product that has failed... GET PICTURES! A picture is worth a thousand words. It's an old saying to be sure, but so very true. Even when we assume we are both speaking the same language we find so often that it is just not true. A picture will go a long way toward bridging any communication gap.

Shipments damaged in transit need to be reported at the time of delivery to the carrier and noted on the delivery receipt. Again, GET PICTURES! If the freight charges were PPA send us an email (with the pictures) and we will follow up with the freight claim and any adjustment for your bill. For Collect and 3rd Party billing, the responsibility for all freight claims is yours alone.

As stated above, during our 40+ years in business there have not been any major problems concerning the durability or effectiveness of our products. Should you find the need to return a product, SDI prior approval is required. Returns for any reason other than manufacture defect are subject to a re-stocking fee. Upon approval, re-stocking fee will be determined.

For proper application of credit, when returning any product to SDI, product needs to be received in new condition. All product needs to be palletized and wrapped (and banded when appropriate) in a manner which will ensure safe transport back to SDI. All 6' product (Car Stops and Speed Bumps) need to be shipped on 6' pallet.