

POLICY FOR DESTRUCTION OF WARRANTY REPLACEMENT PARTS

AGP aligned with our warranty policy and in compliance with established regulations, informs that from the date of issuance of this version of the policy for the destruction of warranty replacements parts, will come into effect in accordance with the following guidelines:

1. From the invoice date of the warranty replacement part, the customer has sixty (60) calendar days to present the report of the destruction of the part. After this time, we will proceed with the recovery of the replaced product cost.
2. The destruction report for each of the units accepted under warranty must be sent via email to the commercial technician or manager who provides support.
3. The destruction report of the part must meet the requirements according to one of the following three options:

3.1 Opción 1: Report with evidence of destruction:

- 3.1.1 A picture of the destruction of the part where the serial number found in the seal of our product is legible and the fracture or impact on the external glass is evidenced (Figure 1).
- 3.1.2 In case of blurry or difficult to capture traces in photographs (e.g acid), project a light source from the outside of the glass and place a clear surface on the inside. This will allow you to take the serial number shadow picture (Figure 2).
- 3.1.3 Destructions will only be accepted through ballistic test or breakage by hitting the outer glass.

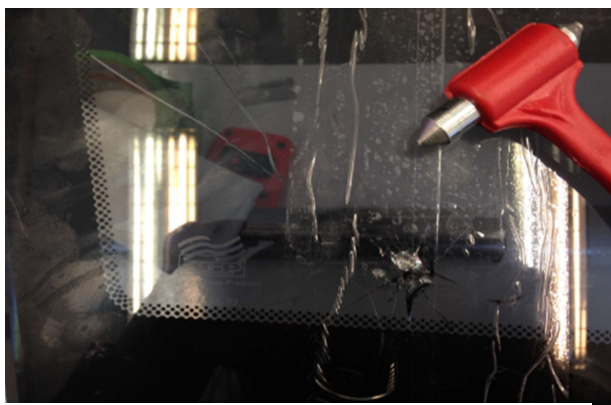


Figura 1.Picture of destruction. It must show the serial number and breakage of the outer glass or ballistic impact

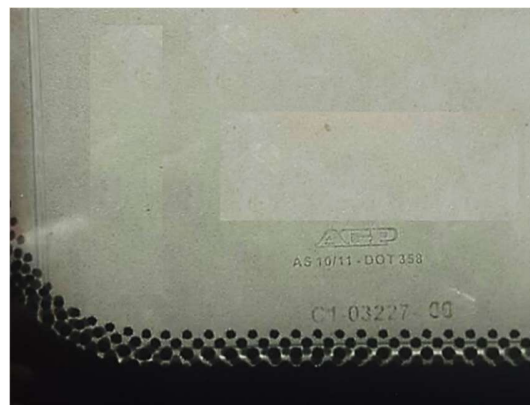


Figura 2. Serial number shadow picture



3.2 Opción 2: Report of destruction by the legal representative

Letter signed by the legal representative of the company where the serial number of the glass object of the claim is related, on which AGP delivered the warranty part. This letter attests that the part was destroyed through ballistic test or breakage by hitting the outer glass, making it in this way an unusable product in the market.

AGP reserves the right to request modifications to the letter presented.

3.3 Opción 3: Return of defective part

Shipping of the defective part by the customer, on which AGP delivered warranty replacement part, to AGP facilities..

We thank you for your contribution in complying with this policy, which will allow us to remain aligned with our vision of continuous improvement,