

## **Claims Handling Policy**

Last Updated February 12, 2026

### Definitions

**Water Storage Tanks (WST):** The manufacturer of CorGal®, TimberTank®, CisternTank™, CorGreen® Tanks, GardenTank™ and other tank products.

**Dealer:** An entity that has been authorized by WST to sell its products exclusively within a territory.

**Distributor:** An entity that has been authorized by WST to sell its products on a non-exclusive basis, but has received training and support by WST.

**Direct Customer:** Any entity who purchases a product directly from WST, excluding Dealers and Distributors.

**Purchaser:** Collectively means Dealers, Distributors and Direct Customers

**Owner:** The entity whose property is improved by adding a water storage tank as defined by county records. This may or may not be the entity who purchased the tank from WST.

### Background

Water Storage Tanks, Inc. (WST) is a manufacturer and distributor of wholesale materials. In accordance with industry standards and our published warranty documents, WST shall consider claims of missing materials, damaged materials, or premature failure of materials and, at its sole option, repair or replace such materials.

WST sells materials to dealers, distributors, and direct customers throughout the country and internationally. Sales are generally FOB origin, meaning the purchaser takes responsibility for the materials when they leave our warehouse. WST does not assemble the tank kits into the final product. Our purchasers are responsible for either self-erecting tanks or securing certified labor to perform the build.

Claims accepted by WST shall be addressed diligently and in the most expeditious manner possible. However, due to the custom nature of our products, the need for

specialty fabricated materials and the size of our materials, it may take days or weeks to rectify a claim.

In the case of missing or damaged materials being provided for the initial build, when possible, although not legally required, WST will ship replacement materials to the jobsite at no cost to the purchaser. Some remote locations may require additional freight charges.

WST will not consider any claims for indirect costs associated with missing, damaged, or prematurely failing materials. Indirect costs may include, but are not limited to:

- Labor to remove or replace defective materials
- Lost productivity
- Travel time
- Redeployment charges
- Damage to landscaping or surrounding structures
- Cost of water
- Cost of rental equipment
- Liquidated damages

### Claims From Dealers and Distributors

WST's preferred distribution model is to sell through dealers and distributors. Our warranty is honored only to the dealer or distributor who purchased the materials.

### Claims From Direct Customers

WST will only honor warranty claims from direct customers if the tank was sold outside of our dealer and distributor network.

### Frequently Asked Questions

- Q. Who is responsible for removing materials that are subject to a claim?
- A. Our standard dealer agreements define the dealer as the entity who performs all labor, including removal of damaged materials subject to warranty. If there is not a dealer contracted, then our direct customer (the entity we sold the materials to) or the end customer (typically the owner) is responsible for hiring certified labor to remove materials in order to maintain the manufacturer's warranty.

- Q. Who is responsible for paying for labor?
- A. WST does not contract labor nor do we pay for labor services. How claims should be handled should be predefined in any agreement between the purchaser and the installer.
- Q. Who is responsible for inspecting a tank that is suspected of leaking?
- A. The purchaser is responsible for validating their claim. They may do so by following the leak detection procedures outlined by WST or by hiring a third party to perform leak detection. Typically a claim can be validated by taking multiple high resolution photos and video of the suspect area. You may need to take photos of the tank interior from the inspection hatch. You may also need to introduce leak detection dye to confirm a leak. In situations where someone must enter the tank to confirm a leak, this should only be done by a certified installer who has confined space training.
- Q. Do I need to send damaged materials back to WST?
- A. Yes. If a claim cannot be fully validated with photo documentation, then the purchaser must facilitate a return of the claimed materials. If, upon inspection at our factory, it is confirmed that a warranty claim is validated, WST will reimburse the purchaser for reasonable shipping and freight.
- Q. Do I, the purchaser, need to pay for replacement materials before they are shipped?
- A. Only if the claim cannot be validated with photo documentation. If you believe you have a claim that we cannot validate remotely, we will require you pay for the replacement materials up front. Upon verification of the warranty claim by our factory, we will reimburse you, the purchaser, the cost of the materials.