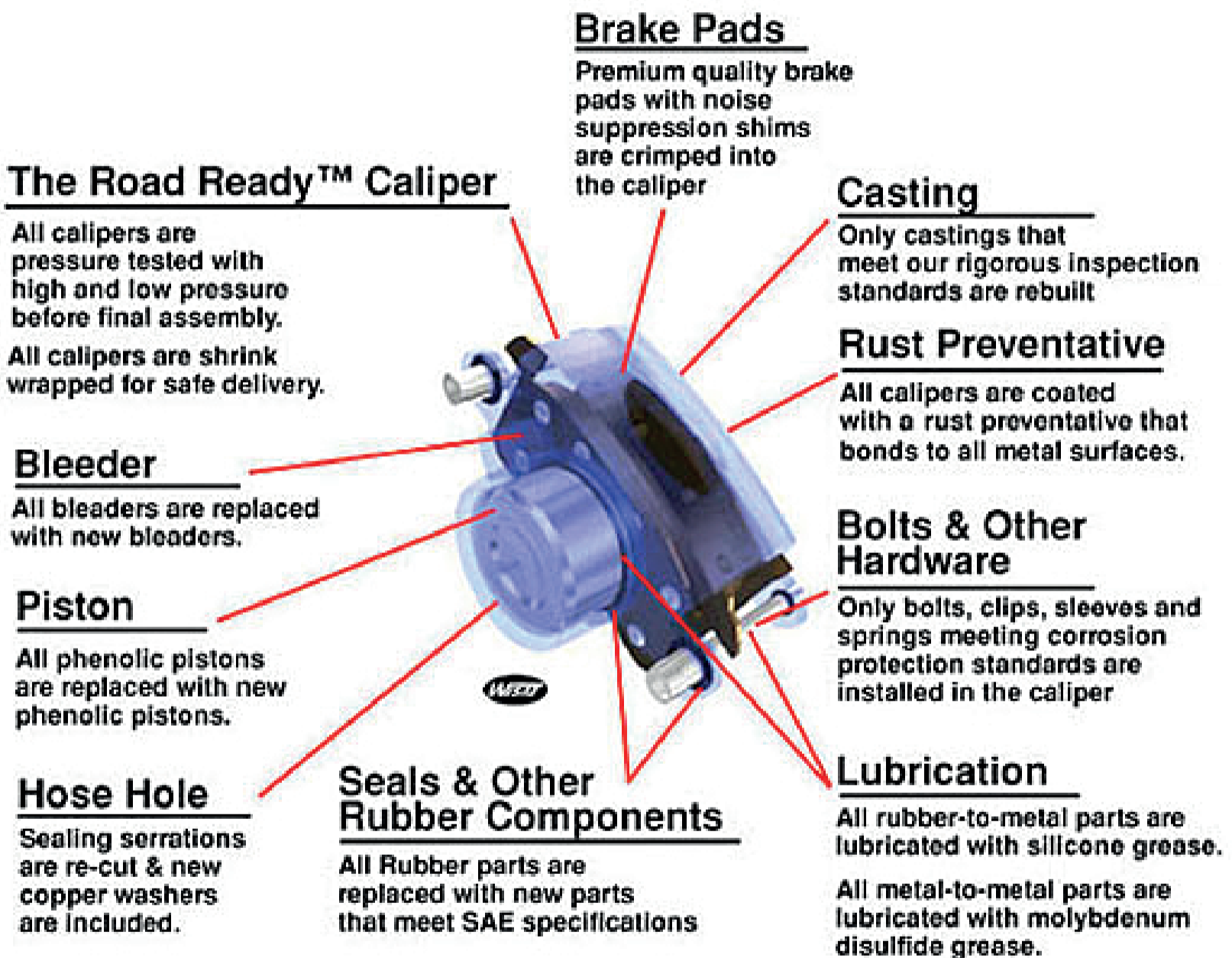




## Product Quality

### The Road Ready™ Caliper

We believe it is **our** job to make **your** job easier and, with that in mind, we designed every aspect of the **Road Ready™** Caliper to exacting specifications and backed it with an unmatched **36 month, 36,000 mile warranty**. Our calipers are ready to install out of the box, saving you buy time and insuring that every brake job is done the same way. ***It just doesn't get any easier!***



#### Quality Policy

At Undercar Express, our customers define quality. We actively solicit subjective feedback from our customers on the quality of our products and services and are committed to continual improvement and complying with the requirements of our Quality Management System. In addition, we adhere to the following criteria which objectively defines our efforts:

#### Quality Objectives

- Product Quality (Warranty Rate) Warranty returns will average less than 3% of sales over any twelve-month period.
- Service Quality (Fill Rate) Customer's orders will be filled at a rate exceeding 92%.
- Service Quality (Order Turnaround) Customer's orders will be shipped by the requested customer's ship date or 72 hours from the receipt of the order, whichever is less.