

8.0 POLICIES AND PROCEDURES

8.1 Manufacturers Product Warranty

The manufacturer warrants its equipment of its manufacture to be free of defects in material or workmanship. Liability under this policy extends for twenty-four (24) months from the date of purchase or one (1) year from date of installation or whichever comes first. The manufacturer's liability is limited to repair or replacement of any device or part, which is returned, prepaid, to the factory and which is proven defective upon examination. This warranty does not include installation or repair cost and in no event shall the manufacturer's liability exceed its selling price of such part.

The manufacturer disclaims all liability for damage to its products through improper installation, maintenance, use, or attempts to operate such products beyond their functional capacity, intentionally or otherwise, or any unauthorized repair. Replaceable elastomeric parts are expendable and are not covered by any warranty either expressed or implied. The manufacturer is not responsible for consequential or other damages, injuries, or expense incurred through use of its products.

The above warranty is in lieu of any other warranty, either expressed or implied. The manufacturer makes no warranty of fitness or merchantability. No agent of ours is authorized to make any warranty other than the above.

For warranty and service matters within the European Union, contact the seller first or:

PULSAFEEDER-Europe
Via Kennedy, 12-20090
Segrate—Milano— Italy

8.2 Returns

The Customer Service Department will issue a Return Authorization (RA) number for all returns. The following information will be required:

1. Billing and a ship-to address.
2. Model and serial number.
3. Contact name and phone number.
4. Reason for return.
5. Purchase order (where applicable).
6. RA number on outside of the carton.

All material must be returned freight prepaid. All merchandise must be properly packaged and free of any corrosive, toxic or otherwise hazardous chemical. All items returned must reference Return Authorization.

8.3 Credits

No equipment will be accepted beyond six months after date of shipment from the factory. Only unused and undamaged equipment will be accepted for return to stock. All credits are based on acceptance of materials as new and unused by our inspection personnel. A restocking fee will apply. All equipment returned for credit must have a RA number and be returned freight prepaid.



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