



PACK LEADER USA

Warranty Coverage Policy

As stated in the price quote, the Warranty policy is as follows:

Workmanship, mechanical and electrical parts are warranted for one year from date of delivery, and wear parts such as belts, rollers, etc. are warranted for 90 days from date of delivery. Warranty is limited to repair or replacement of defective part or parts, and Purchaser shall be responsible for shipping and return shipping of items needing warranty work to Pack Leader F.O.B. Grandview, MO, which is where all warranty work shall be performed. Purchaser's remedies shall consist solely and exclusively of those stated above, and Purchaser waives its rights to assert any failure of essential purpose in such warranty. This warranty shall be voided by (i) improper installation, use with inadequate or improper wiring, piping, ventilation, system design, inspection, testing or maintenance (ii) use of insufficient or unqualified personnel to install, operate or maintain items, or (iii) exposure to excessive heat, moisture, dust, dirt, corrosion, or any other harmful condition.

Warranty Returns and Credit Returns Policy

The process and timeframe begins once Pack Leader USA (PLUSA) has emailed an RMA (Return Merchandise Authorization) number to the customer. The customer is then allowed a maximum of 15 business days to return the parts being claimed to be considered for warranty credit. If parts are not returned within the 15 business day timeframe, then the warranty claim is invalid. Warranty testing conducted in the PLUSA facility will determine final eligibility results for any credit / refund. If returned parts are working as designed, or are otherwise damaged at no fault of PLUSA, the customer will be given the option of said parts being discarded or returned to them. The customer will be invoiced for all replacement parts that are shipped as replacement if tested parts are working or damaged. All shipping costs are the responsibility of the customer, F.O.B. Grandview, MO. Any parts ordered as warranty and not needed will be charged a 30% restock fee. PCB Boards and IC Chips are non returnable or refundable.

At the time of the parts order for warranty replacement, all such parts will be charged at 100% of the parts' list price plus shipping. If the parts are deemed warranty replacement, the client will receive 100% credit for the part or parts, and ground shipping only if applicable.

Pack Leader USA
3951 E 137th Terrace, Grandview, MO 64030
www.packleaderusa.com
Phone: 816.581.4330 - Fax: 816.581.4338