



## WARRANTY POLICY

For warranty repairs, defective parts must be returned freight prepaid.

Parts not covered under warranty include but are not limited to wearing items such as; carbon brushes, springs, rubber parts, beater brushes, etc.

Any warranty claim over the warranty period (from original date of purchase) must be supported with a copy of the customer's bill of sale showing description of product, date sold, model number and serial number. This bill of sale must be accompanied with claim to eliminate delays.

All replacement parts will be billed. Upon our receipt of warranty merchandise, credit will be issued providing merchandise that has not been abused and is valid for a warranty claim. Labour credit will also be issued if claimed and warranted at this time.

All warranty merchandise returned for repairs or credit must be shipped prepaid otherwise shipment will not be accepted. A Warranty Return Authorization (WRA#) must be requested and submitted with returns. Repaired merchandise will be returned by AML F.O.B our location or collect by carrier of your choice.

A Warranty Claim Form with a WRA number must be completed and returned with defective goods.

Warranty period commences on date merchandise is purchased by the end user or 90 days after an AML invoice date.

Credit notes will be issued in a timely manner, normally within 30 days of properly completed claims.

A warranty claim form with a WRA number requires the following information that must accompany any request for parts or labour credit.

- Model Number
- Serial Number
- Original Purchaser
- Itemized list of parts claimed (by part # and description)
- Date of Service
- End user bill of sale (if purchased past warranty period)
- Amount of labour claimed

\*Note: New machines will not be sent to replace defective units. Customers requesting replacement machines should be referred to their Sales Representative.