



**Warranty Policy  
and  
Process**

## **WARRANTY PROGRAM**

SmaK Products is committed to producing high quality equipment. We believe that a strong warranty policy tells customers, distributors and service centers that SmaK Products is serious about its pledge to manufacture equipment of the highest quality, dependability, and service- ability.

We also believe the best warranty program is only as effective as those program members who carry it out. The following information will allow distributors and non-distributing service centers to get the most out of the SmaK Products Warranty Program.

## **RESPONSIBILITIES**

To accurately and efficiently resolve all warranty claims, all parties involved (the Owner/Lessee, the Distributor/Service Center, and the Manufacturer) must fulfil the conditions listed below:

- ▶ The owner shall deliver the machine or tool to the place of purchase -- freight prepaid.
- ▶ The owner shall arrange for any needed repairs or service to be done as soon as a problem is discovered to prevent possible damage to other components or systems.
- ▶ The owner shall not attempt unauthorized repairs that may void the warranty.
- ▶ The owner must provide the necessary documentation to verify the original purchase date and original owner's name.
- ▶ The Distributor shall maintain the necessary test equipment and tools to provide efficient and quality repairs.
- ▶ The Distributor is responsible for returning the machine to service *as soon as possible*. To affect this goal, we recommend a minimum of repair parts be kept in stock. In many cases the Service Center can determine if the problem is a true warranty issue. Technical assistance is always available from the factory. In cases were the Distributor determines that warranty consideration is justified, the factory will issue a return authorization number (RMA #). The Distributor may then return the part to the factory for evaluation.
- ▶ SmaK Products shall repair or replace a defective component, at the company's discretion. SmaK Products may also reimburse the Distributor for labor costs, at a per hour rate to be agreed upon, if a Warranty Claim Form has been returned with the part(s). Labor time allowances for specific repairs are provided by SmaK Products.

## **WARRANTY POLICY**

A Warranty Activation Card is sent with all new equipment and tools. It must be completely filled out and returned to SmaK Products, accompanied by proof of date of original purchase (or lease). The warranty is not transferable.

In the event of a warranty claim, the warranty period will begin with the date of sale to the customer with a submitted warranty card. If the distributor does not have a warranty card the warranty period will begin from the date of sale with receipt of purchase.

Serial numbers must always accompany a warranty claim. A Returned Merchandise Authorization number (RMA number) will be issued once the claim is made and a serial number provided.

**ABSOLUTELY NO RETURNS WILL BE ACCEPTED WITHOUT AN RMA NUMBER. NO FREIGHT COLLECT RETURNS WILL BE ACCEPTED.** The responsibility for freight to return any item to the factory for evaluation belongs to the distributor.

The RMA number must be clearly printed on the outside of any box returned. Credit cannot be issued without a valid RMA number and serial number.

If a part is ordered for a warranty repair, the part will be sent one of three ways: (1) Billed to your account; (2) payment in advance; (3) C.O.D. No parts will be sent at no charge unless the faulty component has already been received by SmaK Products. SmaK Products may require the return of a defective part for warranty evaluation. If the evaluation determines the part is covered by warranty, SmaK Products will either issue credit to your account for the part(s) that were purchased to complete the repair, repair and return the part(s) to you, or send a replacement. Return freight for the RMA is the responsibility of the owner. If the parts are determined not to be covered by warranty, and the replacement item was billed to your account, the payment for the item is due in full.

Damage may occur during shipping. If a part is damaged during shipping, or if the wrong part was ordered, SmaK Products must be notified within 5 business days.

**ALL DISTRIBUTORS ARE REQUIRED TO PROVIDE SERVICE FOR EQUIPMENT THEY BUY AND SELL**

## **WARRANTY CLAIM PROCEDURE**

The Distributor will present proof of the original sale date, serial number to SmaK Products. Without proper and complete information, a warranty claim cannot be processed.

**NOTE:** while a machine may be within its warranty period, not all services required will be covered by warranty. The following services and/or maintenance procedures are not covered by the warranty:

- ▶ Adjustments, calibration, lubrication and/or cleaning of equipment or tools.
- ▶ Replacement of any component that has been *damaged* by impact, improper chemical use, improper use or maintenance of the machine or tool, extremes in temperature or any other cause. Damage is not a warranty issue.
- ▶ Required replacement of items whose use results in their normal wear, including (but not limited to) such things as motor brushes, O-rings, wheels, gaskets, seals, belts, bearings, filters.
- ▶ Cleaning and/or refurbishing.

Please refer to the warranty for the specific equipment for answers to specific warranty questions.

All claims for warranty credit must be submitted on a SmaK Products Warranty Claim Form. Each claim must be filed separately. Each claim form must be filled out completely and accurately, otherwise delays in processing the claim, or denial of the claim, may occur. All claims must be made within 30 days of the date of service.

When the original part(s) is returned to SmaK Products, along with a Warranty Claim Form, the Technical Support Department will review it immediately. If warranty is approved, credit for parts (and labor if applicable) will be credited to the appropriate invoice for this service.

If parts must be ordered for a repair, the part order must be placed with Customer Service separately from the Claim Form.

We ask that a Warranty Claim Form be completed for every warranty repair done. This will allow SmaK Products to track all repairs needed on a specific piece of equipment, and this will enable us to track our quality and make improvements where needed.

## WARRANTY CLAIM PROCEDURE

All of the following information is necessary to process a warranty claim:

- 1) Distributor Name
- 2) Distributor Address
- 3) A Warranty Card on File at SmaK Products with the sale date provided, otherwise the date of shipment from the factory will be used as the first day of warranty coverage.
- 4) Model of equipment or tool
- 5) Serial number
- 6) Clear and complete description of the symptoms of failure
- 7) Evaluation and explanation by the Service Tech of the *root cause* of the failure
- 8) A list of all parts replaced (by USP part number and description)
- 9) Total time spent on the repair (excluding travel time).
- 10) Date of service
- 11) Name of the service technician and phone number.

## MATERIAL RETURNS (RMAs)

For the first year of warranty, and in certain instances after that, SmaK Products may require defective items to be returned for further evaluation.

To return any item to SmaK Products for warranty evaluation, follow this procedure:

- 1) Call the SmaK Products Customer Service Dept. for an RMA number (1-360-882-0410). Have the serial number of the equipment or tool ready. NO RMA will be issued without a valid serial number.
- 2) Clearly write the RMA number on the outside of the package, as well as a return address. Package the item to avoid damage in shipping. Include the completed Warranty Claim Form with the returned part(s).
- 3) Ship the package, freight pre-paid, to SmaK Products. **No “freight collect” packages will be accepted, and SmaK Products does not issue call tags for UPS pick-up.**

<p><b>NOTE:</b> Items returned freight collect or items returned without a visible RMA number on the outside of the package will be refused.</p>
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