

Product Warranties:

PRODUCT WARRANTIES AND RETURN GOODS POLICY

AIR TECH SALES is a manufacturers representative sales organization. We do not manufacturer any products. The companies we represent have been carefully selected and each has a reputation for quality products, excellent customer service, prompt delivery, and comprehensive product warranties.

Even the best of manufacturers at times have part failures. When a part fails the customer has a choice; either repair the product, or send it back to the manufacturer for repair. Usually there is not enough time to return the product and doing so can be quite expensive. Unfortunately, this means the customer is involved with most warranty repair work.

Along with the normal warranty replacement parts, the manufacturers receive many items that are not covered under warranty. For example, parts damaged by the freight carrier or customer, parts that have had incorrect voltages applied, parts that are out of warranty, and parts that are still operational. The manufacturer is interested in resolving all problems the first time around and will replace any defective part that is under warranty. But, they want an opportunity to inspect the suspect parts before replacement.

MANUFACTURERS ARE RESPONSIBLE FOR PRODUCT WARRANTIES. AIR TECH SALES DOES NOT OFFER A PRODUCT WARRANTY ON ITEMS SOLD.

PRODUCT WARRANTIES:

Product warranties are provided by each manufacturer and they vary in scope from manufacturer to manufacturer. Each warrants their respective products for a specific length of time, and will replace or repair at their discretion defective items that are returned to the factory, freight prepaid, within their specified warranty period providing that proper authorization has been granted. When purchasing products from any supplier it is good practice to ask for a copy of the manufacturers product warranty.

WARRANTY PART REPLACEMENT:

If a part needs to be replaced while under warranty, you may be required to return it to the manufacturer for inspection. The factory will issue instructions and an authorization number for returning the part. The freight cost for this return is paid by the customer. The manufacturer will determine if the product is under warranty and if it failed under normal operating conditions. If the part is found defective a new or repaired part will be returned to the customer. If the part is found operational it will be returned. If it is determined that the part is not under warranty the manufacturer will give a quotations with a price for repair or replace. If the part is not under warranty return freight will be charged to the customer.

EXPEDITE REPLACEMENT OF WARRANTY PARTS:

To expedite product repair, a new part can be shipped to the customer prior to the factory inspection.

IF A NEW PART IS SHIPPED PRIOR TO FACTORY INSPECTION THE CUSTOMER WILL BE INVOICED, EVEN THOUGH IT MAY BE A WARRANTY TRANSACTION. THE CUSTOMER IS REQUIRED TO PAY FOR THESE REPLACEMENT PARTS. ONLY WHEN THE SUSPECT PARTS ARE RETURNED TO THE MANUFACTURER AND ARE FOUND TO BE DEFECTIVE AND STILL UNDER WARRANTY WILL A CREDIT BE ISSUED (Excluding freight unless negotiated with the factory).

LABOR AND OTHER COSTS:

Labor required to determine the problem, or in the removal and replacement of defective parts, is not included as part of most manufacturers product warranties. This is a sensitive subject when a customer may spend many hours working on a new product only to find it contains defective parts. Contact AIR TECH SALES WITHIN 7-DAYS OF RECEIPT OF SHIPMENT if you find a defective or damaged product. We have found, in some cases, the manufacturer will cover a reasonable amount of labor costs if the problem is presented to them with full written details and in a timely manor. But, NO COST INCURRED BY THE CUSTOMER WILL BE REIMBURSED WITHOUT PRIOR WRITTEN AUTHORIZATION FROM THE MANUFACTURER OR AIR TECH SALES.

RETURN GOODS POLICY:

Items purchased from AIR TECH SALES may not be returned for credit without prior written authorization by AIR TECH SALES. Special order and custom manufactured items may not be returned under any circumstances. When a Return Goods Authorization (RGA) is issued freight to return the product is paid by the customer and a re-stocking fee may be charged.

STANDARD STOCK ITEMS MAY BE RETURNED UNDER THE FOLLOWING CONDITIONS:

1. Prior written authorization from AIR TECH SALES.
2. Items are returned within 60 days of shipping date.
3. Returned goods must be in "like new" condition, not used.
4. Returned goods must be returned in original cartons (not damaged).
5. A 35% restocking fee for returned goods will be applied.
6. All freight charges will be the responsibility of the purchaser.