

MACCOR Warranty and Parts Return Policy

Equipment Warranty

Maccor Inc. warrants its equipment for one (1) year from shipment, to be free from defects in workmanship and material. This warranty, including customer service support and software licenses, is not transferable.

At Maccor's discretion, parts or subassemblies will be repaired or replaced. If the part or subassembly is replaced, Maccor retains the original part or subassembly. A Maccor technician will determine by phone or email if warranty service is necessary. If warranty service is necessary, the Maccor technician will work with the customer's technician to localize the failing component.

Any part or subassembly shipped back to Maccor for warranty repair must have prior approval for the return in the form of an Return Merchandise Authorization (RMA) number. When calling Maccor Customer Service to obtain a RMA number, you will need to provide the following information: Maccor job number, customer name and address, telephone number, person to contact, description of the failing part, nature of the failure, and return routing instructions. For non-warranty repairs, we will also need a purchase order number or credit card number. The Customer Service department can furnish assistance in locating the Maccor job number and provide repair costs for generating the necessary purchase order.

Suitability of Maccor equipment to customers needs should be determined before purchase and therefore is not covered under the Maccor warranty.

This warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized by Maccor, usage not in accordance with product instructions, failure to perform required preventative maintenance, and problems caused by use of parts and components not supplied by Maccor

Units submitted for warranty repair must be returned to Maccor freight prepaid. For warranty repaired items only, Maccor pays the return freight to the customer. For billable repairs, the return freight charges will be added to the repair charges.

Maccor reserves the right to make improvements or changes to its equipment any time a unit is submitted for repair or exchange

Extended term warranties are available at additional cost, contact Maccor for details.

Warranty on Repaired Items

Maccor warrants all Factory repairs to be free from defects in workmanship and material for a period of ninety (90) days from the ship date, or the original warranty period of the system, whichever is longer.

The repair warranty covers specific repair work done on the equipment only and does not cover damage or failure to other assemblies or components incurred during the repair warranty period.

All other terms, conditions, exclusions and procedures as stated under Equipment Warranty above will apply to the warranty on repaired items.

Maccor reserves the right under this warranty to refuse or reject any and all warranty claims for any reason whatsoever if, based on the Company's estimation, damage to subject equipment was not caused by component or factory workmanship defects.

Maccor reserves the right to repair or exchange customers' part/subassembly at its discretion. If the part or subassembly is exchanged, Maccor retains the old part and the customer then owns the exchanged part.

Maccor will repair or replace parts or subassemblies found to be defective in materials or workmanship. To request warranty, or non-warranty, service, call or email Maccor Customer Service or the Maccor representative that sold the equipment.



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