



261 Schoolhouse Road, Suite 7, Souderton, PA 18964
610-489-8601 / fax 610-489-8691 / sales@pacproinc.com
www.pacproinc.com

PACPROINC, LLC WARRANTY & RETURN POLICY

NEW EQUIPMENT WARRANTY POLICY

- PACPROINC, LLC warrants, for a period of one (1) year from date of shipment, any new equipment sold by it to be free from defects in materials and workmanship.*
- Purchaser's sole remedy for any such defects in new equipment shall be refund, repair or replacement (at PACPROINC, LLC's option) without charge, except labor, of such parts that are determined by PACPROINC, LLC to be defective.
- Wear parts are NOT covered under warranty unless determined to be defective.
- For all warranty or return issues, contact PACPROINC, LLC on our Support Line (610.489.8687) or by email (parts@pacproinc.com) to receive a Return Material Authorization Number (RMA).
- All warranty requests must be submitted with a purchase order for the replacement part.
- Replacement parts are shipped immediately to the customer when possible, after receipt of a customer PO.
- Parts for warranty consideration must be returned to us within 14 days of receipt of RMA number.
- Customer is responsible for freight charges on all warranty parts.
- No returned parts will be accepted for evaluation without a PACPROINC, LLC-supplied RMA number displayed prominently on the exterior of the shipping package and a completed RMA Information Form (FRM-00025) inside the shipping package.
 - Noncompliant packages will be returned to the customer at their cost.
- Returned parts will be evaluated by PACPROINC, LLC and/or the manufacturer, and if determined to be covered under warranty, the resulting replacement part or credit will be forwarded to customer.

***EXCEPTION: All Arc'tronic equipment is warrantied for 90 days from ship date.**

REFURBISHED EQUIPMENT AND RECONDITIONED PARTS WARRANTY POLICY

- All refurbished equipment sold by PACPROINC, LLC is guaranteed to be free from defects in materials and workmanship for NINETY (90) days from date of shipment.
- Reconditioned parts sold by PACPROINC, LLC are guaranteed for a period of thirty (30) days from date of shipment.

REPLACEMENT PARTS

- PACPROINC, LLC warrants, for a period of NINETY (90) DAYS from date of shipment, any new parts sold by it to be free from defects in materials and workmanship.
- Purchaser's sole remedy for any such defects in new parts shall be refund, repair, or replacement (at PACPROINC, LLC's option) without charge, except labor, of such parts that are determined by PACPROINC, LLC to be defective.
- Wear parts are NOT covered under warranty unless determined to be defective.
- For all warranty or return issues, contact PACPROINC, LLC on our Support Line (610.489.8687) or by email (parts@pacproinc.com) to receive a Return Material Authorization Number (RMA).

**PACPROINC, LLC
WARRANTY & RETURN POLICY**

- All warranty requests must be submitted with a purchase order for the replacement part.
- Replacement parts are shipped immediately to the customer when possible, after receipt of a customer PO.
- Parts for warranty consideration must be returned to us within 14 days of receipt of RMA number.
- Customer is responsible for freight charges on all warranty parts.
- No returned parts will be accepted for evaluation without a PACPROINC, LLC-supplied RMA number displayed prominently on the exterior of the shipping package and a completed RMA Information Form (FRM-00025) inside the shipping package.
- Noncompliant packages will be returned to the customer at their cost.
- **PACPROINC, LLC warrants new machine parts replaced under warranty for the remainder of the new machine warranty, or longer if the manufacturer's warranty is applicable.**
- Returned parts will be evaluated by PACPROINC, LLC and/or the manufacturer, and if determined to be covered under warranty, the resulting replacement part or credit will be forwarded to customer.

FIELD SERVICE AND REPAIR WARRANTY POLICY

- All service work and equipment repaired by PACPROINC, LLC-authorized personnel are warranted to be free from defects in materials and workmanship for a period of thirty (30) days.

WARRANTY VOIDANCE/NOT COVERED BY WARRANTY

- Any repairs or replacement parts not authorized by PACPROINC, LLC shall void warranty.
- PACPROINC, LLC shall not be responsible for repair or replacement of items which have been subject to neglect, accident, or improper use, or which have been altered by other than personnel authorized by PACPROINC, LLC.
- Any repairs or replacement parts not authorized by PACPROINC, LLC shall void warranty.
- PACPROINC, LLC shall not be responsible for damages or injuries caused as a result of incorrectly assembled parts or devices that have been installed by personnel not authorized by PACPROINC, LLC. This includes removal of machine guards and bypassing and/or disabling interlocks.
- Wear parts shall not be the responsibility of PACPROINC, LLC in any event unless determined to be defective.
- Any travel expenses incurred by PACPROINC, LLC in effecting such repair or replacement are not included in the warranty and must be paid by the Purchaser (i.e. airfare, car rentals, lodging, meals, etc.).
- PACPROINC, LLC does not warrant that used equipment sold by it shall be free from defects in material and workmanship. However, PACPROINC, LLC will refund, repair or replace (at PACPROINC LLC's option) without charge, except labor and travel, used equipment parts which fail within thirty (30) days from date of installation.
- PACPROINC, LLC makes no express warranties with respect to paper or film materials, since it is its distributor and not a manufacturer of such materials but agrees to assign to Buyer any manufacturer warranties relating to the paper/ film materials to the extent possible.
- Failure of equipment to achieve rated speed and output levels shall not be considered a defect, since such speeds and output depend on external operating conditions and are therefore estimates only.



261 Schoolhouse Road, Suite 7, Souderton, PA 18964
610-489-8601 / fax 610-489-8691 / sales@pacproinc.com
www.pacproinc.com

PACPROINC, LLC WARRANTY & RETURN POLICY

- PACPROINC, LLC shall have no liability for alleged defects with the equipment which are not specified in written notice from Purchaser to PACPROINC, LLC within the warranty period and only then if Purchaser has paid for the equipment and otherwise fulfilled its obligations to PACPROINC, LLC.

RETURN/ RESTOCK POLICY

Stock Parts:

- A 20% re-stock fee will be charged for all stock items. The returned parts must be un-used.
- No return parts will be accepted without a PACPROINC, LLC-supplied RMA number and PO number displayed prominently on the exterior of the shipping package and a completed RMA Information Form (FRM-00025) inside the shipping package.
 - Noncompliant packages will be returned to the customer at their cost.
- Parts must be returned within 90 days of shipment.
- Customer is responsible for freight charges on all return parts.

Non-Stock Commercial Parts:

- Vendor / manufacturer's policy applies regarding re-stock fees, plus our 20% re-stock fee.
- Vendor / manufacturer's policy applies regarding time limit on a return item.

Non-Stock Manufactured Parts:

- Non-returnable for credit or refund in any event.

EXPEDITED SHIPPING POLICY

Same Day Shipment Policy

- The cut off time for same day shipments for UPS Red, Blue & Ground is 3:00 pm EST.
- Any customer requested shipments after 3:00 pm EST will be charged an expediting & handling fee (expediting & handling fees TBD).

UPS Critical Shipment Policy

- UPS Critical shipments do not have a cut off time.
- Any customer requested critical shipments will be charged an expediting & handling fee (expediting & handling fees TBD).