



UNIQUE WELDING & FABRICATING LTD.

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WARRANTY AND SERVICE POLICY

Unique Welding & Fabricating Ltd. (UWF)

guarantees products manufactured to be free of defects caused by faulty parts and workmanships for **1 year** from the date of shipment. This guarantee must include the following stipulations:

- The products special care
- Proper installation
- Should be used for the purpose for which it is intended

When equipment is considered defective based on **UWF** plant inspection, it will be replaced or repaired under warranty at no charge. This will also include return freight to the customer at no charge. **UWF** will not accept returns without a return goods number. There will be no allowance made for labour or any other expenses incurred in making exchanges, replacements or repairs.

Excluded from the **UWF** guarantee are items such as seals, brushes and paint finish. Excluded from our warranty are wear & tear items such as seals, chain & sprockets, brake components, motor brushes and paint finish. These are subject to the original manufacturer's warranty policy

UWF does not take responsibility for the shipment once the carrier takes possession. We also do not insure shipments beyond point of delivery, unless instructed to.

UWF warranty policy only covers **UWF** manufactured items used in greater systems, equipment and process designs.

To improve the performance of our products, we reserve the right to modify or alter materials, design, specifications and construction when necessary to meet delivery requirements.

Custom built products such as Hose Reels and Manifolds that are built to customers' specifications, are not subject to cancellations or cannot be returned to UWF for credit under any conditions.

Returns

Materials and/or products returned pre-paid to **UWF** for warranty inspection/consideration and found to be defective will be repaired or replaced at no charge to the customer per **UWF** discretion.

Materials and/or products found not to be defective will require customer authorization to repair or replace at customers' expense.

Warranty Return Procedure

Please call Unique Welding at **1-866-927-9898** and request a Returns Good Authorization number (RGA).

To approve your return of subjective products, customer must provide **UWF** with the Serial, Model, Product code and/or Invoice number of the product intended for return. To complete the request, an explanation about the product returned is required.

Please include the RGA number on all your paperwork and packaging. **UWF** can refuse returns without an RGA number.

If there are any issues with your warranty request submission, a **UWF** associate will contact you to discuss it further.

If a replacement is required before **UWF** receives a returned product, **UWF** we will send the item(s) and bill the customer until the inspection of the original return is received at **UWF**.

Once all the warranty conditions are met, **UWF** will credit customer's account and forward particulars to the customer for records retention.

WARRANTY IS VOIDED BASED ON THE FOLLOWING:

- ***Failure to use the proper sized circuit breaker with any of our electric rewind motor.***
- ***Failure to use a flexible connector with any live hose reel on swivel joint.***
- ***Liability is void for injuries and damages resulting from the operation, service, maintenance and/or failure of equipment.***
- ***Failure to use the product as intended.***