

# GRINDMASTER

# Crathco

## Warranty Policy - Effective for machines sold or registered after **Jan 1, 2020**

### TERMS AND CONDITIONS US Equipment Warranty

- Grindmaster Corporation reserves the right to be reimbursed for service calls deemed Non-Warranty. Authorized service agents (ASA) reserve the right to secure credit card information prior to dispatching a service call. In the case where the ASA deems a service call to be non-warranty, the service invoice is the responsibility of the end user. The warranty on the unit will be suspended until the balance is reimbursed.
- If Grindmaster Corporation Service Agents are prevented from performing or completing service by the customer, if the customer refused service in part or whole, the warranty shall be considered void.
- Upon request by Grindmaster Corporation, some warranty parts, (including but not limited to: motors, compressors, micro-controlled based boards, gear motors, and burrs) shall be shipped prepaid to the Grindmaster Corporation Factory Service Center designated in the RGA confirmation. Upon receipt, Grindmaster Corporation will inspect parts to verify warranty claim is valid. Replacement parts will be billed out when shipped, and then credited on return of a part that is proven to be a valid warranty claim upon inspection by Grindmaster Corporation. Warranty labor will not be paid until warranty claim parts are received and validated by Grindmaster Corporation.
- Upon request by Grindmaster Corporation, the defective equipment shall be shipped prepaid to the Grindmaster Corporation Factory Service Center designated in the RGA confirmation.
- No field (including travel), outside or service station work is covered by this warranty without prior authorization by the Grindmaster Corporation Service Department.

The dealers, distributors, employees, and agents of Grindmaster Corporation are not authorized to modify this warranty or to add warranties that are binding to Grindmaster Corporation. Neither written nor oral statements by such individuals establish warranties and thus should not be relied upon. This will establish your warranty rights. The purchaser's redress against Grindmaster Corporation for the breach of any obligation arising from the sale of this equipment, whether derived from warranty or elsewhere, shall be limited to repair, replacement or refund at Grindmaster Corporation's discretion.