



## **TAMERICA RETURN & WARRANTY REPAIR POLICY**

Our machines are guaranteed against defects in materials and workmanship for a period of one year (it differs for certain models) from the date of original purchase from an authorized dealer of TAMERICA PRODUCTS, INC. If you perceive or experience any issue with the machine, kindly report it to the dealer within 10 business days of said purchase to avail of free pickup and redelivery from TAMERICA's Service Center. After the first 10 days, you will either receive service instructions and parts via mail free of charge for the duration of the warranty.

Note that when returning the machine for warranty claims, the machine should be returned in its complete original packaging to avoid incidental or consequential damages that may void the claim. A copy of the invoice or other proof of purchase also needs to be sent with the machine.

Upon evaluation of the machine and the determination of the actual defect, the machine will be restored to its regular working condition by the Service Center and shipped back to you free of charge. If you change your mind and simply want to return the machine, a 20% restocking fee is charged even within the 10-day grace period. Further, you will have to cover freight to return the machine and it has to be in brand-new resalable condition, otherwise, you might incur more charges.

This warranty covers all defects incurred in the normal use of the equipment except in the following cases:

1. Loss or damage to the equipment due to improper operation, abuse, mishandling or failure to follow the operating instructions.
2. Removal or alteration of the serial number.
3. The machine being serviced or modified by anyone other than a certified technician authorized by TAMERICA.

This warranty is valid only within the 48 Contiguous States, Hawaii and Alaska excluded.

### **NOTE:**

1. The Authorized Tamerica Dealer is expected to be the first person who will assist the customer for any questions or concerns they have with their machine. Tamerica only steps-in after the former has exhausted all means to help them.
2. The customer is expected to retain the packaging of the machine for the duration of the warranty period. If the machine has to be sent to us for repairs or for returns, it has to be packed in its original packaging to avoid being

charged for consequential damage/s the machine may incur while in transit to us. Further, the customer will have to pay for return freight plus deal with the carrier should they need to file for a damage claim.

3. If a customer wants to return a machine within the 10-day grace period because they changed their mind about the purchase, the customer will pay for freight and Tamerica will charge 20% the cost of the machine for restocking; or, we will send the machine to the Dealer in order to avoid the restocking charge but the customer still pays for freight.
4. If a customer wants to return a machine for a refund within the grace period because of a perceived issue with the machine, Tamerica will send a label for the return and inspect the machine thoroughly. If the issue is found to have been caused by a factory defect, we will issue full credit for the transaction.
  - 4.1 If the issue was caused by the customer due to misuse in any which way or form, Tamerica will send a bill for freight and the customer will also need to pay a Restocking Fee which is 20% of the value of the machine in question, plus any additional cost to repair the machine.
5. If a customer wants to return a machine after the grace period but well within the warranty period due to a perceived issue on the machine, Tamerica will not accept such return but will honor the warranty repair of the said machine if proven to be defective from factory. It is the prerogative of the Dealer on whether to refund the customer or not but Tamerica will not pay for freight for the machine's return nor will issue credit for the transaction.
6. If a customer perceives a defect or encounters an issue with their machine and reports it within the grace period, Tamerica will try to troubleshoot assuming the Dealer has first already tried to assist them. If the issue persists, Tamerica will send a replacement for free and pay for the return of the defective machine by sending a label thru the Dealer after confirmation of the defect by our technician. However, the machine must be packed in its original packaging (see #2) and credit for the returning machine will only be given after the returning machine is inspected and the issue is validated as a factory defect. #4.1 will apply if the issue was not a defect from factory.
7. If a machine develops issues outside of the grace period but is reported within the warranty period, Tamerica reserves the right to assist the customer via video phone and send parts if needed, or, have the machine in question sent back to our service center for proper evaluation and repair if needed. The customer has to pay for 1-way freight and Tamerica covers cost to repair and return the machine to the customer if the issues were not due to misuse on the customer's part.