

REFCO Warranty

SHIPMENT ERRORS, DAMAGE OR INVOICE DISCREPANCIES:

Notification of any shipping or invoice discrepancy, shortages or damaged shipment(s) must be made within 10 days of the invoice date. If notification is not received within 10 days, we will consider the shipment accepted as invoiced.

Please direct all concerns regarding shipping discrepancies to:

Attn. Customer Service REFCO Manufacturing (US) Inc. 66-B Industry Avenue Springfield, MA 01104

Phone, Fax & E-Mail: Phone: 800-848-4232 Fax: 413-733-9267 E-Mail: sales@refcoswiss.com

WARRANTY POLICY:

Products are warranted at the time of sale, to be free of defects due to manufacturing workmanship and materials and/or operation due to normal operating conditions. If products are found defective within 2 years of factory shipment, the factory must be called before executing the warranty. This warranty does not cover defects due to improper installation, failure to exercise normal maintenance, or against the consequences or uses for which our products are not designed. REFCO's sole expressed obligation(s) is to repair, replace or issue credit at our option, any of the products determined by REFCO to have been defective during the expressed warranty period. Unless otherwise specified by REFCO or an authorized agent all products must be returned to REFCO to be considered for warranty purpose(s). Labor and installation charges of any kind are not covered under this warranty. Products repaired or replaced under this warranty are warranted only through the remainder of the original warranty.

A "RMA" # is required for any item considered for warranty
(*please see return goods authorization below*).

THIS EXPRESS WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER EXPRESS OR IMPLIED WARRANTIES, GUARANTEES, OR REPRESENTATIONS, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, BY OPERATION OF LAW OR OTHERWISE. REFCO SHALL NOT BE LIABLE FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER.

RETURN GOODS AUTHORIZATION: Items returned to REFCO for any reason require a return goods authorization number (RMA#). REFCO assumes no liability or responsibility for items returned without proper authorization.

RMA #s are obtained by contacting:

Attn. Customer Service

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RMA#s should be clearly identified on the outside of the shipping container.