



AjaxCNC Warranty Policy Terms and Conditions

Section (A): Standard Limited Warranty

- (1) By accepting delivery or by operating this product, you the Buyer accept all of the terms of this warranty. If you do not wish to accept the terms of this agreement, please contact AjaxCNC immediately to make arrangements for the return of the product. Restocking and shipping fees apply.
- (2) All software purchases are nonrefundable.
- (3) If payment is returned or rescinded the customer is responsible for returning all merchandise in like-new condition within 30 days at the customer's full expense.
- (4) At no time shall Specialty Machine Corporation be responsible for any shipping charges, whether to or from AjaxCNC. The sole exception being items covered under warranty by AjaxCNC, which are subject to the terms of section A-6 of this warranty agreement.
- (5) This AjaxCNC product is covered under a limited warranty for the period of (1) year from the date of delivery. During this warranty period, AjaxCNC will repair or replace defective AjaxCNC-provided parts free of charge. The Buyer understands that the repair may include replacement of the product, parts, or components with functionally equivalent reconditioned parts, products, or components.
- (6) Warranty repair is subject to inspection by AjaxCNC to determine factory defect. Only those parts, products, or components determined by AjaxCNC to have factory defect will be covered by this limited warranty. In the event that AjaxCNC determines the returned parts were not defective, the Buyer shall pay all subsequent costs incurred by AjaxCNC due to part replacement and/or repair. See Section (B) for detailed repair costs to major components.
- (7) An AjaxCNC issued RMA number is required in order for AjaxCNC to accept return shipments of defective parts, products, or components. The Buyer is responsible for the shipping charges to send defective items to AjaxCNC. AjaxCNC will pay shipping charges for warranty-repaired products from AjaxCNC to the Buyer. All repairs will be sent via UPS Ground. All expedited shipping charges will be at the Buyer's expense. If the defective parts are not received within 30 days of parts replacement, the Buyer shall pay full price for the replacement part.
- (8) AjaxCNC's warranty applies only to AjaxCNC provided parts, products, or components. AjaxCNC is in no way responsible for equipment or machinery manufactured by or sold by others.
- (9) This warranty does not cover unauthorized modifications of hardware or software made by the Buyer or others. In the event that modifications are made, all AjaxCNC warranties and support will be terminated.
- (10) This warranty does not cover damage caused by abuse, improper maintenance, improper installation, operator error, neglect, accident, or acts of God.
- (11) AjaxCNC is in no way responsible for damage incurred to parts, products, or components during their installation. The Buyer understands that any work performed by themselves, or third-party agents, including AjaxCNC referred Independent Service Technicians, is NOT covered by this limited warranty.
- (12) In no event will AjaxCNC be liable to you, the Buyer, for any damages caused by your failure to perform work or other responsibilities. AjaxCNC is not responsible for any lost profit, lost savings, lost earnings, or other incidental or consequential damages, even if AjaxCNC has been advised of the possibility of such damages. AjaxCNC is not liable for any claim made by you based on any third-party claim.
- (13) All expressed and implied warranties for this product, including the implied warranties of merchantability and fitness for a particular purpose, are limited in duration the warranty period of (1) year.
- (14) Technical Support is limited and at the sole discretion of AjaxCNC. Email, phone and on-site service are available for a fee. Complete details are available on our website at www.ajaxcnc.com/tech_support.htm.
- (15) **This agreement must be signed and returned to AjaxCNC before your payment can be processed and your order shipped. (signature required on page two (2) of this document)**



Section (B): Major Component Swap Out & Repair Costs

(1) The following rates apply to non-warranted AjaxCNC parts, products, and components:

- (a) CPU10 \$450.00
- (b) Servo3IO \$425.00
- (c) DC3IO \$425.00
- (d) PLCIO2 \$485.00
- (e) Optic-1 \$245.00
- (f) Control Pendant \$375.00
- (g) Linux Flash Disk & Software \$395.00

Please contact AjaxCNC to inquire about any part, product, or component not listed above.

Prices and specifications are subject to change without notice.

This agreement is a contract between the customer (you) and AjaxCNC. You must read, agree with and accept all of the terms and conditions contained in this agreement. AjaxCNC reserves the right to modify this agreement at anytime and it shall become effective immediately upon signing. Your signature below indicates you have read the entire terms and conditions in this document and agree to be bound by them.

I have read, understand and accept the above terms and conditions:

Name (print)

Signature

Date