

## WARRANTY AND GENERAL INFORMATION

### **Warranty**

All warranty claims must be submitted to VIBCO for approval prior to any repairs being done. Failure to do so will void any and all warranty coverage.

### **Errors, Shortages and Complaints**

Complaints concerning goods received or errors should be made at once. Claims must be made within five days after receipt of goods. Clerical errors are subject to correction.

### **Returning Parts**

Parts should not be returned to VIBCO without prior authorization. Call VIBCO's customer service department at 800-633-0032 (800-465-9709 in Canada) for a Return Goods Authorization (RGA) number. A return authorization will be faxed to you. Return shipping must be prepaid. Material returned may be subject to a 10% restocking fee. All returned shipments should clearly display your name, address and original invoice number to ensure proper credit.

Orders for equipment built to specifications which vary from VIBCO's standard units are not returnable.

### **Responsibility**

VIBCO cannot be responsible for delays due to strikes, accidents, negligence of carriers or other causes beyond our control.

### **Freight Claims**

Should you receive a shipment from VIBCO which was damaged in transit, file your claim with the carrier immediately. All parts sold by VIBCO are on the basis of F.O.B. Wyoming, Rhode Island.

### **Product Changes**

VIBCO reserves the right to make changes in pattern, design or materials when deemed necessary, without prior notice or obligation to make corresponding changes in previous models.

### **Price Changes**

Prices are subject to change without notice.

### **Ordering Spare Parts**

Parts can be ordered through authorized distributors or directly from VIBCO. The following data should be provided when ordering:

- From foot of housing:        Model of unit.
- From spare parts list:        Reference number, part number, description and quantity required.
- Shipping instructions:        Specify shipping point and method of shipping.