



## Warranty Policy

### STATEMENT OF WARRANTY

Integral dx will warrant its products, when used correctly under normal operating conditions, to be free from defects in materials and workmanship. Integral dx makes no other warranty expressed or implied. This warranty shall be for a period of 6 months from the date the product is put into service, providing Integral dx is supplied with the in service date. The warranty shall not apply to any products which have been altered, changed, or repaired in any manner whatsoever, except by an authorized Integral dx repair facility; nor to any product which has been subject to misuse, negligence, or accident. The exclusive and sole remedy for breach of contract shall be limited to repair, modification or replacement at the sole discretion of Integral dx. Integral dx shall not in any event be liable for the cost of any special, direct or consequential damages. Integral dx reserves the right to make changes or improvements in the design or construction of any part without incurring the obligation to install such changes on any previously delivered products.

### CLAIM ADMINISTRATION POLICY PROCEDURES

- Integral dx must be contacted immediately for authorization to proceed when a warranty problem is suspected. If parts need to be replaced, please ask for a Return Goods Authorization (RGA) number at this time.
- Hydraulic components (I.e. pumps, motors, planetary drives, and valves) are not to be disassembled when performing possible warranty work. **Unauthorized disassembly of these components will void warranty.**
- A Returned Goods Authorization (RGA) number must be obtained and the defective parts returned immediately with the RGA number marked on the parts and the shipping containers before any warranty consideration can be determined. Return these components prepaid via common carrier or UPS ground to Integral dx for examination.
- Warranty will not be allowed against failure due to the following:
  - Normal wear and tear
  - Abuse or Accident
  - Modification of original equipment
  - Improper service or maintenance
  - Improper installation
  - Contamination
- Labor will be credited at 75% of the authorized providers published labor rate, Travel time not included.
- Travel to and from job sites will be covered at \$0.50 per mile. Not to exceed 100 mile round trip.
- Before warranty claims will be paid, Integral dx will need to have on file the In-Service Report and Warranty Card.
- Overnight or other special freight charges will not be covered under warranty
- All claims must be submitted within 30 days of service on an Integral dx claim form with the authorized providers work order attached.
- All repair part orders will require a purchase order and will be billed at a normal rate. Credit will be issued when warranty is approved.
- Original Equipment Manufacturer (OEM) parts will be warranted according to the OEM warranty upon shipment date of product.