

Distributor Policy Manual

WARRANTY POLICY

ABC Company guarantees all new motors for a period of 24 months from documented date of entry into service or 30 months from date of sale, whichever occurs first.

ABC Company reserves the right to repair or replace motors which fail due to defects in workmanship or material during the above period.

SERVICE PROCEDURES

1. Contact ABC Company immediately in the event of a service related problem.
2. Provide full details: i.e. model number, serial number, and date of purchase.
3. ABC Company will establish if service or replacement is required and if a valid warranty condition exists.

ABC Company will cover under warranty the repair or replacement of the defective unit. ABC Company will not be liable for any freight charges and/or installation/removal cost associated with the repair/replacement.

ABC Company's distributors will be authorized to replace, at no charge to the user, non-repairable product that has failed due to defects in workmanship during the warranty period once approved.

Non-Repairable Product covered by this policy is defined as:

Products – Sizes 56 and 143 thru 256 Standard Catalog items.

Product scrapped under this policy should have the nameplate and a warranty report forwarded to:

ABC Company
1234 Customer Drive
New York, NY 00123

Clearly state when completing the report that the product covered is scrapped.

Where the replacement product is specially ordered by you or the replacement unit issued from your stock, credit will issued to you and based on your current 'Buy Plan' and calculated as follows:

Motors: = Distributor Net X 1.05

Where an internal inspection is requested by ABC Company confirm the nature of the problem we will re-imburse the Distributor at the following rates:

Size	Charge
56 - 145	\$30.00
182 - 215	\$40.00
254 - 286	\$60.00
324 - 365	\$75.00
404 - 405	\$125.00
444 - 449	\$175.00