

## **REPAIR POLICY**

### **Warranty:**

Units are covered under warranty for one year from delivery to the customer. Any units which become defective during this period shall be repaired or replaced at the exclusive discretion of North Atlantic Industries. The warranty does not cover any products which have been misused, modified without prior consent of North Atlantic Industries, have been subject to unusual stress, have not been properly maintained or on which any original serial numbers or other identification marks have been removed or destroyed. In these cases the customer will be responsible for any repair charges or replacement charges that may apply. In any event, North Atlantic Industries liability shall be limited to the replacement value of any damaged or defective part.

### **Repairs:**

Units are repaired at a flat rate repair cost and work begins upon receipt of the unit. If it is determined that the unit is beyond economical repair, or requires excessive repair with the cost exceeding the flat rate repair cost quoted, the customer will be contacted for approval. Repair or replacement of the unit will begin once approval from the customer has been received. Inbound shipping charges to NAI, including associated taxes, duties, tariffs, etc., shall be paid by the Customer. Return (outbound) warranty repair shipping charges shall be paid by NAI to the Customer's destination.

### **Warranty Policy for Repairs:**

There is a 90 day warranty on all repairs, provided that the unit is returned within that time period for the same failure. Upon evaluation by our technician, the customer will be notified if any repair charges may apply.

### **Warranty Policy for Upgrades:**

Units returned for upgrade from one part number to another will be covered under the remainder of the warranty based on the ship date of the original part number.