

## **INOKSAN RETURN POLICY**

All return requests shall be submitted to Atlantic Supermarket Equipment (“Atlantic”) in writing to obtain approval. No products shall be returned without written authorization from Atlantic. Only unused products can be returned in their original package within 14 days after sale. A 15% restocking fee plus the shipping cost applies to all returns. Custom items cannot be returned. A credit or refund will apply upon inspection for damage or misuse.

## **INOKSAN WARRANTY POLICY**

Atlantic Supermarket Equipment (“Atlantic”) offers one year parts and labor warranty for Inoksan products to the original purchaser at the original site of delivery with proof of purchase of each product that is sold directly by Atlantic Supermarket Equipment and/or through its approved suppliers only. Atlantic will repair or replace the warranted equipment, if Atlantic concludes that the item malfunctions due to a manufacturer’s defect. The decision to repair or replace an item is at Atlantic’s discretion.

All warranty claims must be made directly to Atlantic using the contact information in this document. Atlantic will not be responsible for any costs incurred for services performed without prior consent from Atlantic.

Atlantic will be responsible for normal labor charges incurred in the repair or replacement of a warranted product within 50 miles of an authorized service agency. Items that are located further than 50 miles need to be brought in to the nearest service location. Time and expense charges for anything beyond that distance will be the responsibility of the owner. All labor will need to be performed during regular service hours. Any overtime premium will be charged to the owner.

It is the responsibility of the owner to inspect and report any shipping damage claims, hidden or otherwise, promptly following delivery.

Atlantic’s warranty will not cover the following items:

- Any product which has not been used, maintained, or installed in accordance with the directions published in the appropriate owner’s manual, including incorrect gas or electrical connection. Atlantic is not liable for any unit which has been mishandled, abused, misapplied, subjected to harsh chemicals, modified by unauthorized personnel, damaged by flood, fire, or other acts of nature, or which have an altered or missing serial number.
- Any labor charges incurred by delays, waiting time, or operating restrictions that hinder a service technician’s ability to perform service.
- Replacement of items subject to normal wear
- Any loss of business or profits.
- Damage to equipment from misuse or abuse, such as improper cleaning, improper installation, neglect, accident, alteration, fire, theft, etc., will not be covered under warranty.

This policy applies only in the United States of America; any items located outside of U.S.A. are not covered under warranty. The warranty on all items is nontransferable by any means. If upon arrival and diagnostics a technician dispatched by Atlantic determines that the problem is not a warranty issue it is the end user’s responsibility to pay for the technician’s time and possible repair.

If you require service or parts for your product, please contact us for direct assistance. Our hours of operation are 9:00am-5:00pm EDT. Our phone number is 1.201.467.8222 and our e-mail is [info@inoksanUSA.com](mailto:info@inoksanUSA.com)

Please direct all correspondence to:

**Atlantic Supermarket Equipment**

849 Newark Turnpike, Suite 101,  
Kearny, NJ 07032.

Tel: +1.201.467.8222

[info@inoksanUSA.com](mailto:info@inoksanUSA.com)