

MATFER BOURGEAT

RETURN POLICY: All sales are final and subject to a limited return policy. The COMPANY reserves the right to refuse the return of any product in its discretion in the event purchaser does not provide a proper reason for the return. COMPANY's limited return policy is subject to the following conditions:

1. PURCHASER must provide written request with reason for return, accompanied with original invoice or purchase order.
2. PURCHASER must obtain company approved written return authorization and instructions within 45 days of original shipment date.
3. A restocking charge of 15% applies to all products returned.
4. RA number provided from suppliers must be clearly marked on all correspondence and outside packaging box merchandise and must be received within 30 days of request.
5. Only US stock items in restock condition and current design are returnable, no special orders shipped from France or overseas may be returned.
6. All items must be returned new and unused, in original packaging.
7. PURCHASER is responsible for all freight prepaid on returns.
8. Returned products are subject to final inspection before credit memo is issued. A \$15.00 administration fee is charged to the account if customer takes credit before it is due.
9. All approved returns will be granted in the form of a credit memo towards merchandise or towards account balance, no exceptions.
10. Defective replacements or exchange will only be granted after returned product has been received and inspected.

LIMITED WARRANTY: Please contact MATFER BOURGEAT Product Repairs at 818-782-0792. COMPANY warrants to original purchaser the products to be free from defects in material and workmanship for a period of ONE year from the date of purchase and includes labor for replacements of defective parts. COMPANY obligation under this warranty is limited to repairing or replacing any part or parts thereof. PURCHASER must inform the Service Agency of warranty coverage and provide a copy of the dated sales of delivery receipt BEFORE warranty repairs begin. Replacements parts and accessories are warranted for 90 days from date of purchase when purchased separately and will be verified by dated sales receipt or packing slip. All parts or accessories replaced under warranty must be returned to the Service Agency.

NOT COVERED UNDER WARRANTY: Damage caused by abuse, misuse, dropping or other similar incidental damage caused by or as a result of customer failure to follow general assembly, operating, cleaning, and user maintenance or storage instructions. Labor to replace inoperative parts such as bulbs, plugs or racks due to normal use or abuse. Materials or labor to repair chipped, pitted, scratched, dented or discolored surfaces, attachments or accessories. Transportation charges to or from Service Agency for repair of your machine. Labor charges to install or test attachments or accessories, which are replaced for any reason. Shipping damages, visible or hidden damages are the responsibility of the freight carrier. The consignee must file the claim promptly against the carrier. KEEP ALL ORIGINAL CONTAINERS AND PACKING MATERIALS FOR CARRIER INSPECTION. This warranty is exclusive and is in lieu of any warranty, expressed or implied, of merchantability, fitness for a particular purpose or other warranty of quality or performance, except the warranty of title and against patent, trademark and copyright infringement. No waiver, alteration, addition or modification of the foregoing terms or conditions shall be valid unless made in writing and manually signed by an officer of MATFER BOURGEAT.