

WARRANTY CONDITIONS

- SRD srl, as electric spindles and HF motors multi brand repair center, guarantees the regular working and the quality of their refurbished electric spindles. SRD srl guarantees all the spindles are successfully tested in its work shop and no manufacturing, material and/or processing defects appeared.
- SRD srl offers a warranty of **six months** on the repaired service starting from the electric spindle installation date (TO ACTUATE THE ABOVE WARRANTY THE SPINDLE INSTALLATION FORM MUST BE FILLED AND SENT BY FAX OR E-MAIL WITHIN 3 DAYS FROM THE INSTALLATION DATE AND WITHIN 3 MONTHS FROM THE SHIPPING DATE).
- SRD srl offers a warranty of **twelve months** on the sale of new or refurbished spindles starting from the electric spindle installation date (TO ACTUATE THE ABOVE WARRANTY THE SPINDLE INSTALLATION FORM MUST BE FILLED AND SENT BY FAX OR E-MAIL WITHIN 3 DAYS FROM THE INSTALLATION DATE AND WITHIN 3 MONTHS FROM THE SHIPPING DATE).
- The warranty is limited to the replacing components and/or repaired and all the activities to restore the goods. The warranty is not extended to the components exposed to a normal wear and tear.
- During the warranty period SRD srl undertakes to solve the defect in a short time through the substitution of any faulty components or parts at own charges.
- Any transport and/or freight expenses are at customer charge.
- The warranty does not cover any fault caused by those components or parts which by their nature, are subjected to a fast and continuous wear, such as bearings, bearings supports and belts.
- SRD srl does not offer any warranty as far as the life of bearings is concerned, as it depends on many factors, such as work process, tools balancing, cooling, as well as any crash, shock and mechanical stress higher than the limits stated by the manufacturer.
- SRD srl is not liable for any lack of the electric spindle conformity arising from the non-observance of the regulations provided from the instruction manual and, in general, from bad use, internal maintenance and/or electric spindle handling.
- The customer cannot avail himself of the warranty in the event the fault, which is the object of his complaint, arises from any tampering, or use of non-original spare parts and/or replacing of components which are not provided for and/or authorised by the instruction manual of the spindle manufacturer.
- Under no circumstance does SRD srl or its suppliers accept any responsibility with regards to damages which may arise from the use of its products including, without limitation, any physical damages, damages for missing profit and accruing damages, damages arising from interruption of activity, loss of information and any other economic damages.
- Failure to fulfil prompt payment conditions results in the immediate termination of warranty conditions.



PROCEDURE TO ACTUATE THE WARRANTY

- The customer must send a written report to SRD srl detailing the nature of every claims found in the electric spindle within 5 days from the defect identification.
- For returns of goods from Italy, UE or EXTRA UE, the customer must forward the goods, suitable packed, free of destination to SRD srl Via Quarnaro, 1 20052 Monza (MB) Italy, enclosing a copy of the warranty claim and a detailed description of the defect and of the work process and, in general, any information supporting the identification of the problem claimed.
- Failure to observe the above procedure invalidates the warranty.
- The warranty is invalidated in the event the customer does not allow SRD srl to evaluate the defect goods and/or carry out any analysis and inspection which may be deemed necessary or in the event the customer does not return the goods which is deemed to be faulty within 15 days from SRD srl having requested the return of the defect goods.