



# Warranty Statement Shrink Packaging Equipment

## Warranty Statement

Eastey Enterprises warrants that all of the products it ships will be in good working order and free from defects in material and workmanship for a period of two (2) years from the date of shipment by Eastey and will conform to the published specifications for that product. Spare parts that are manufactured in house by Eastey will be warranted for two (2) years. Bought out parts will be warranted for one (1) year.

## Warranty Period

Silicone Tubing (Roller Covering)	30 days
End Curtains	30 days
Felt Pad	30 days
Conveyor Belt	30 days

Fuses are considered to be consumable items and not under warranty.

## Repairs

All in-house repairs are rigorously tested for optimum operation and performance and warranted to be, under normal and proper use, free from defects in material and workmanship for a period of 90 days from the date of service.

## Shrinking Quality

Shrinking quality achieved in a given application is dependent on the installation, the material handling, and the maintenance provided. Eastey makes no warranty that the shrinking quality achieved in an application will be the same as that achieved on a test piece in our demo facility.

## Shipping Policy

Customer pays all incoming shipping charges for replacement components. If the item is defective and under warranty, Eastey Enterprises will pay all return shipping charges via the least costly method. If expedited shipping is desired, the customer must furnish their shipping account number and shipping fees will be charged to that account.

## Exclusions

Damage due to tampering, abuse, improper adjustment, electrical interference, or the use of non-approved components will void any and all warranties by Eastey Enterprises and its distributors.

## Warranty Verification

If you conclude that a product may be defective and may be covered by warranty, obtain a Return Material Authorization number by calling our technical support number (toll free at 1-800-835-9344, or 763-428-4846 or Fax: 763-795-8867) or e-mail: [info@eastey.com](mailto:info@eastey.com). Based on the recommendation from Eastey technical support, replacement components may be shipped out via UPS Ground or



similar method. If expedited shipping is desired, customer must furnish their shipping account and shipping fees will be charged to that account.

Customer is required to return the defective component to Eastey. If, after 30 days, Eastey hasn't received the defective component, the customer will be invoiced for the replacement component. If the returned component is found to not be eligible for warranty, Eastey will contact the customer, and the customer will be invoiced for the replacement component.

### **Warranty within 60 days of invoice**

For warranty questions that take place within 60 days of the original invoice, Eastey Enterprises will allow cross-shipment of a replacement component to an end-user customer or Eastey Enterprises distributor. The customer will be invoiced for the replacement component 60 days after it ships. Upon receipt of the returned component, Eastey Enterprises will evaluate it and issue credit where necessary.

For components that have been misused or externally damaged, Eastey Enterprises will not issue credit, and will contact the customer to determine whether or not they want the component repaired and/or returned.

### **Warranty after 60 days of invoice**

For warranty questions that take place more than 60 days from the original invoice, Eastey Enterprises requires the end-user or Eastey Enterprises distributor to return the component to Eastey Enterprises for repair. Upon receipt of the returned component, Eastey Enterprises will evaluate it and repair as necessary.

Components that fall within our warranty policy will be repaired normally within 5 business days of receipt and returned to the customer via standard ground shipping at Eastey Enterprises' expense. If expedited shipping is required, the customer must furnish their shipping account number and shipping fees will be charged to that account.

For components that have been misused or externally damaged, Eastey Enterprises will contact the customer to determine whether or not they want the component repaired and/or returned.

### **Warranty Eligibility**

The warranty provided by Eastey Enterprises is only to the original buyer.

### **Limited Warranty**

THIS WARRANTY SHALL NOT APPLY IF ANY MODIFICATION, ALTERATION OR ADDITION IS MADE TO THE PRODUCT WITHOUT EASTEY'S PRIOR WRITTEN APPROVAL. FURTHERMORE, THIS WARRANTY DOES NOT APPLY TO PRODUCT DEFECTS DUE TO MISUSE, ABUSE, NEGLIGENCE, OR FAILURE TO FOLLOW RECOMMENDED PROCEDURES. ANY PRODUCT REPAIRED OR ALTERED BY PERSONS OTHER THAN AUTHORIZED EASTEY REPRESENTATIVES WILL NOT BE COVERED BY THIS WARRANTY. THIS WARRANTY DOES NOT APPLY TO CONSUMABLE ITEMS.

EXCEPT AS EXPRESSLY PROVIDED IN THIS WARRANTY, EASTEY MAKES NO REPRESENTATION OR WARRANTY, EXPRESSED OR IMPLIED, WITH RESPECT TO THE PRODUCT, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY AS TO MERCHANTABILITY,



FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT OR ANY OTHER MATTER.

EASTEY SHALL HAVE NO LIABILITY TO ANY PERSON FOR INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES OF ANY DESCRIPTION WHETHER ARISING OUT OF WARRANTY OR OTHER CONTRACT, NEGLIGENCE OR OTHER TORT, OR OTHERWISE. NO AGENT,

EMPLOYEE, OFFICER OR OTHER REPRESENTATIVE OF EASTEY ENTERPRISES, INC. HAS AUTHORITY TO BIND EASTEY TO ANY REPRESENTATION OR WARRANTY EXCEPT AS STATED HEREIN. UNDER NO CIRCUMSTANCES SHALL EASTEY'S LIABILITY HEREUNDER, FOR ANY REASON OR CAUSE EXCEED THE PRICE PAID TO EASTEY FOR THE PRODUCT.

**Disclaimer of Damages**

REGARDLESS OF WHETHER ANY REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE, IN NO EVENT WILL EASTEY ENTERPRISES BE LIABLE FOR ANY SPECIAL, CONSEQUENTIAL, INDIRECT OR SIMILAR DAMAGES, INCLUDING LOST PROFIT OR LOST OPPORTUNITIES OF ANY TYPE ARISING OUT OF THE USE OR INABILITY TO USE THESE PRODUCTS EVEN IF EASTEY ENTERPRISES HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.