



National Flooring Equipment, Inc.

Warranty and Returns Policy

National Flooring Equipment Inc. (referred to as “The Company”) warrants that each new unit manufactured by The Company to be free from defects in materials and workmanship in normal use and service for a period of twelve (12) months from date of shipment from The Company to the end user. If shipment to end user is from a Distributor, The Company may honor warranty for up to 15 months from initial shipment from The Company if the end user can provide documentation of receipt date. Accessories or equipment furnished and installed on the product by The Company, but manufactured by others, including, but not limited to: engines, motors, electrical components, transmissions etc., shall carry the accessory manufacturers own warranty. Battery warranties are prorated over the warranty period; see Scraper Battery Warranty and Returns Policy for details. Warranty does not cover glass breakage unless it occurs because of defects in material or workmanship (where applicable). Customer is responsible for the inspection of equipment or parts upon delivery. **Freight damages are excluded from this warranty.**

The Company, at its determination of defect, will repair or replace any product or part deemed to be defective in material or workmanship within specified warranty time period. All product determinations and / or repairs will take place at The Company repair facility or at a certified warranty location designated by The Company. The Company will coordinate and be responsible for all freight expenses associated with valid warranty claims. Freight and shipping expenses associated with abuse or misuse will be back charged to the Distributor/Customer. The Company reserves the right to modify, alter or improve any part / parts without incurring any obligation to replace any part / parts previously sold without such modified, altered or improved part / parts. In no event shall the seller or manufacturer of the product be liable for special, incidental, or consequential damages, including loss of profits, whether or not caused by or resulting from the negligence of seller and / or the manufacturer of the product unless specifically provided herein. **This warranty shall not apply to any products or portions there of which have been subjected to abuse, misuse, improper installation or operation, lack of recommended maintenance, electrical failure or abnormal conditions, and to products which have been tampered with, altered, modified, repaired, reworked by anyone not approved or authorized by The Company or used in any manner inconsistent with the provisions of the above or any instructions or specifications provided with or for the product.** Any and all unauthorized onsite warranty work conducted by unauthorized personnel or any outside person(s), is not covered by The Company unless the work has been pre-authorized by a predetermined manufacturer representative. This warranty excludes wearable parts and/or consumables.

Defective or failed material or equipment shall be held at the purchaser’s premises until authorization has been granted by The Company to return or dispose of defective products. Products returned to The Company for inspection must be returned with a manufacturer authorized Return Material Authorization (RMA), and must be packaged to The Company’s specifications to avoid damage during shipment. Any unauthorized return of equipment will be declined at the dock by The Company. Any non-approved items returned with approved returned items are subject to rejection and will not be credited. Credit will be issued for material found to be defective upon The Company’s inspection based on prices at time of purchase.

To obtain service contact National Flooring Equipment, Inc. toll free at 1-800-245-0267 for a repair authorization number. COD freight returns will not be accepted. Freight collect shipments will not be accepted. Warranty repairs must be accompanied by date of purchase receipt and a return/repair authorization number.

Return/Repair Authorization Number: _____
Machine Serial Number: _____