

## Buehler Warranty Policy – Effective January 1, 2018

### 18 Month Limited Equipment Warranty

Buehler warrants all new serialized equipment for a period of **18 months** starting from the date of delivery from the common carrier, when operated under recommended guidelines and when properly installed and maintained as determined by Buehler.

The Equipment will:

- Conform to Buehler’s standard specifications for the Equipment;
- Be free from substantial defects in material and workmanship.

### What is Covered Under Warranty – Buehler’s Commitment

- In the event of a breach of the warrant set forth above, Buehler may be liable to remedy the customer’s complaint by either:
  - Sending the customer replacement parts necessary to bring the allegedly deficient Equipment into conformance with the Equipment Warranty; **or**
  - Instruct the customer to ship the allegedly deficient Equipment to Buehler’s facility, at Buehler’s expense for repair or replacement.
- Buehler will offer unlimited technical support per Buehler’s “Instructions for Technical Support.”
- Buehler’s obligations under the Equipment Warranty are conditioned on the customer providing Buehler with prompt notification of the alleged deficiencies in accordance with Buehler’s “Instructions for Warranty Claims” and a reasonable opportunity for Buehler to inspect all claims.

### What is Not Covered Under Warranty

The Equipment Warranties do not cover:

- Consumable products, accessories or ordinary wear items.
- The use of Equipment with incompatible consumables, component or parts.
- Damage caused by accident, misuse, neglect, alteration, improper installation or connection to inappropriate utility sources, or improper testing.
- Damage during transit when the customer arranged freight.

### 6 Month Service Warranty

Buehler warrants that the services it provides to its customer (the “Services”) will conform with any mutually agreed upon specifications or statements of work (the “Service Warranty”). The Services, and any service parts, are warranted for a period of 6 months from the date of completion of the Services. Buehler’s sole liability and the customer’s sole remedy under the Services Warranties will be for Buehler, at its option, to re-perform the Services or to credit the customer’s account for such Services.



## Instructions for Warranty Claims

To All Customers,

**In order to make a claim under Buehler's Limited Equipment Warranty, please follow the instructions below:**

Please contact Buehler Service through [www.Buehler.com](http://www.Buehler.com) in order to make a warranty claim. Please have the following information available when contacting Buehler:

1. Customer Purchase Order Number
2. Buehler Invoice Number and Date
3. Serial Number of Equipment
4. Reason(s) for Warranty Claim

If the Equipment must be returned to Buehler for warranty service, you must receive prior authorization and a Return Material Authorization Number ("RMA") prior to the return. **Items without this number on the outside of the package will not be received by Buehler. Please include the accompanying correspondence from your Buehler Service Representative approving the RMA with the items being returned.**

Once you have received the RMA and packaging and shipping instructions, the Equipment can be sent to:

**Buehler, a division of Illinois Tool Works**

41 Waukegan Road

Lake Bluff, IL 60044

ATTN: QC DEPT RMA No. \_\_\_\_\_

## Instructions for Technical Support

Pursuant to the terms of Buehler's Equipment Warranty, Buehler offers its customer unlimited technical support over telephone or email. In order to take advantage of this service, customers may contact Buehler Service at [www.Buehler.com](http://www.Buehler.com) or at the following contact details:

Region	Email	Phone	Phone Hours (local time)
Americas	<a href="mailto:support@buehler.com">support@buehler.com</a>	+1 847 295 6500	M-F 8:00-16:00
Europe	<a href="mailto:support.eu@buehler.com">support.eu@buehler.com</a>	+49 0 711 4904690-0	M-F 8:00-16:00
Asia	<a href="mailto:service.sh@buehler.com">service.sh@buehler.com</a>	+86 400 000 3418	M-F 8:00-16:00
Japan	<a href="mailto:info.japan@buehler.com">info.japan@buehler.com</a>	+03-5439-5077	M-F 8:00-16:00

**Buehler, An ITW Company • Worldwide Headquarters**

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[www.buehler.com](http://www.buehler.com)