

# ABE Warranty Policy

Phone: 502.225-9007 X 140



3516 Mattingly Rd, Buckner KY 40010 Phone 502.225-9007x140 Fax 502.290.2209

We appreciate your business. However, in the unfortunate circumstance that you may need to file a warranty claim, please review the following Warranty Policy.

\*\* All Parts and Equipment, unless otherwise stated in your sales agreement with ABE, will carry a warranty period of 90 days from date of invoice covering parts only – NO LABOR is included. All hardware components are under warranty from defects of workmanship and materials. Acts of God, faulty power, lack of technical experience during installation, and freight damage will not be covered. Parts cannot be sent for "testing" or to diagnose a condition unless the ABE warranty department deems it necessary to identify the failed component.

\*\* All claims of damage must be filed within 48 hours of receipt of product. If parts are damaged in shipment you must keep the packaging materials so ABE can file a claim with the carrier. If a Whole Machine is damaged in shipment you must call ABE immediately and note all damage on the bill of lading IN EXTREME DETAIL! Pictures will be very helpful if damage has occurred.

**To start a warranty claim, call the ABE warranty department at 502.225-9007 X 140 and leave a message.** You can also email [warranty@americanbankequipment.com](mailto:warranty@americanbankequipment.com) and the ABE warranty department will contact you. You will need the following information with you when you make contact.

1. Serial number of machine and/or part.
2. Description of its condition or problem you are having.
3. A call back number so we can reach you to discuss the problem.

Then...

- a. Our warranty department will return you call as soon as possible.
- b. If a warranty claim is deemed valid, ABE will send a replacement (at cost), and issue a Return Authorization number for returning the failed part for credit. Please note: Parts are serialized and cannot be substituted. *Parts must be returned to ABE within two weeks of warranty approval, or no credit will be given.*
- c. All warranty replacement parts will be shipped UPS ground.
- d. Overnight shipping is not included in the warranty of any machine or part. (Overnight shipping is available at an additional charge.)
- e. Returned parts will be inspected and tested at ABE and a report will be sent to the proper agents at the purchasing company.
- f. If returned parts are tested and found to be good, the customer will be responsible for all shipping charges, and a restock fee may apply.
- g. Serial numbers of returned parts must match those of the parts that were sent originally, or the warranty claim will be rejected. In that case, the customer will be responsible for all shipping charges and the total cost of replacement parts shipped.
- h. If a returned part has been tampered with, or any parts removed from it, the customer will be responsible for all shipping charges and the total cost of replacement parts shipped.
- i. Returned parts must be packaged properly. If your returned parts incur damage and it is deemed due to improper packaging, the customer will be responsible for all shipping and repair charges.