

## ■ Procedure For: CPA-0020 Admin- Warranty Policy

### 1. WARRANTY POLICY / PROCEDURE

The warranties provided in respect of LSM specialised products are outlined in our standard **“CPA-0022- Admin- Terms + Conditions Policy-Sales”**.

- This provides that LSM will repair or replace (at their option) any goods found to be defective in materials or workmanship, providing the defects are not from a cause beyond LSM Technologies control (including neglect, lack of maintenance, improper installation or operation, unauthorised servicing repair, excessive vibration or modification, etc), and misuse or use for purposes not recommended by LSM. Furthermore, LSM are not responsible for any consequential loss or damage arising from the sale of its products.
- Warranty does not include labour, consumables (eg gas, refrigerant, oil, etc) or mobilisation costs to complete repairs.
- Customers must provide a PO for all warranty claims prior to component replacement or work to be completed with acceptance of invoices where warranty has been proven to be compliant to this policy.
- Where goods have performed then the customer accepts a pro- rata charge for the replacement value for the time the goods have provided good service / performance.
- No warranty claim will be considered without full service conditions being advised on **CLA-0030- Admin- Goods Return Authority** according to our QA Policies & Procedures.
- Original LSM Technologies Invoice details (of failed Part) are also required before a warranty claim can be raised and authorisation given.
- If it is agreed that the best solution is to return the product to LSM Technologies for inspection and evaluation the customer must.
- Complete Form **CLA-0030- Admin- Goods Return Authority** and obtain authorisation from a LSM Technologies representative, prior to despatch.
- Despatch goods to the nominated office on LSM Technologies nominated freight carrier.
- Note that any goods returned to LSM Technologies without prior approval or charged to LSM Technologies on other than our nominated freight carrier will not be accepted into our store and will be returned to sender.
- The goods returned must have a copy of **CLA-0030- Admin- Goods Return Authority** attached on the outside of the packaging.
- The goods for warranty claim will be inspected / tested in accordance to our **CLA-0017- Admin- Warranty Inspection / Claim Form** and a report submitted to the customer.
- In the event of a warranty claim not being accepted by LSM Technologies, freight charges and repair costs will be invoiced to the customer returning the goods.
- Warranty covers failure due to faulty materials or workmanship- not failure due to external sources or by failure caused by ingress of contamination, over-pressurisation, faulty installation, undue / excessive vibration, unclean power, over voltage, overload, etc.
- LSM Technologies have established a reputation as a supplier of quality goods, which are backed by complete after sales service. The procedure outlined above is designed to streamline this after sales service to ensure that any problems are addressed to the satisfaction of both the customer and LSM Technologies whilst at the same time containing costs.
- LSM Technologies assures its customers that a philosophy of “fair trading” for valid warrant claims at all times.
- Warranty for all LSM Technologies specialised products is for 12 months from date of purchase or as stated at time of purchase.

Department	Administration	Pages	1 of 1	Issue Date	10/05/2003
Completed by:	Peterw			Revision #	V3
File Name	CPA-0020 Admin- Warranty Policy v3 010813.docx			Revision Date	20/08/2013