

## **Warranty/Non-Warranty Return Information**

### **Warranty Statement**

- Eaton and Lomar warrant Aeroquip crimp machines for a period of 1 year.
- This warranty period begins on the date of shipment and covers defects in material or workmanship. (The warranty on Enerpac power units extends beyond the 1 year time frame, please click “here” for a complete description of this warranty.)
- The warranty covers repairs of defects only, and does not include restoration of the machine to “new” condition.
- Warranty coverage is for repair of the crimp machines and not replacement of the machine.

### **Return of Crimp Machines for Warranty & Non-Warranty Repair Consideration**

- No return authorization number or pre-authorization is required, however please include information identifying the machine, your contact information, and any description you can provide of the suspected defect.
- Whether or not you suspect your machine is still under warranty, the machine must be returned freight prepaid to:  
Lomar Machine & Tool Co.  
111 Moscow Road  
Horton, MI 49246
- If a machine is returned freight collect, the shipment will be accepted by Lomar, and the inbound freight cost amount will be doubled and added to the estimated repair cost.
- There are times when a particular component can be considered for warranty return and repair or replacement. This may include pumps, transducers, circuit boards, and possibly other items. Please contact Lomar for more information on this option.

### **Processing of Warranty Repairs**

- If a returned machine is found to have a defect still under warranty, the necessary functional repairs will be performed, and the machine will be sent back freight prepaid (normal delivery, does not include expedited delivery).
- Customs charges, duties, or taxes are not included in the warranty coverage.

### **Processing of Non-Warranty Repairs**

- If a returned machine is not under warranty, a quotation for the necessary functional repairs will be prepared.
- Any strictly cosmetic or unnecessary repairs will be quoted as such.
- A purchase order or credit card will be required before non-warranty repair work is performed.
- The repaired machine will be shipped back freight collect via your preferred carrier.
- Any customs charges, duties, or taxes will again be your responsibility.

### **“Loaner” Crimp Machines**

- When a crimp machine is to be returned for warranty or non-warranty repairs, at times a loaner crimp machine may be available. (The number of loaner machines in the system is limited, and they may not always be available.) If one is available, it will be shipped freight collect to your location, and must be shipped back freight prepaid. In addition, a \$100 charge will be added to the repair quotation to cover minor repairs, cleanup, and recalibration of the loaner once it is returned.

### **Purchased Component Return**

#### **Return for Restock of Orders originally placed with Eaton**

- If you originally purchased the item you wish to return from Eaton, you will need to contact your Eaton CSR for return instructions.
- Items returned via this method are subject to Eaton return and credit procedures.

#### **Return for Restock of Orders originally placed with Lomar**

- If you originally purchased the item from Lomar, please contact us prior to returning the item.
- If the item is new and is not custom built or ordered, generally Lomar will accept the item for return/restock with a 25% restock charge.
- If the item is not a standard stock item, or is considered obsolete, we reserve the right to not accept such returns.

#### **Order Fulfillment Errors**

- In the case of machine or tooling part number or shipment discrepancies, Lomar will help resolve the problem.
- If the item was purchased through Eaton, we can determine if the order was correctly processed through Eaton and Lomar, and determine at what point an error may have occurred. Depending upon the nature of the error, you may need to work through your Eaton CSR to resolve the discrepancy properly. In other cases, Lomar may be able to resolve the issue directly.
- If the item was purchased through directly from Lomar, the problem can be resolved directly by Lomar.