

Warranty, Return Goods, and Repair Policy

Warranty

Madison Electric Products warrants its products to be free from defects in material and workmanship from the date of shipment for a period of one (1) year unless otherwise specified in our catalog. This warranty does not apply to any product that was subject to misuse, negligence, damage, or if the unit has been opened or modified in any way.

This warranty is limited to the repair or replacement of the defective unit. The decision to repair or replace is at the discretion of Madison Electric Products. All repairs must be made at our manufacturing facility. Acceptance of the return of such goods must be pre-approved by Madison Electric Products, in agreement with the Return Policy and with shipping charges prepaid.

Return Goods Policy

Only items that are currently stocked by Madison Electric Products may be returned for restock with prior approval. The original purchaser may return these items if they have been shipped within the last six months and are in new condition. Madison Electric Products will assess a 25% restocking fee.

Returned Material Authorization (RMA)

An RMA number is required for any item to be returned for repair or for restock. RMA numbers may be obtained by calling our Customer Service Department at Madison Electric Products (440-639-8325).

Repairs

Defective units will be repaired or replaced at no charge on warranted items. If our assessment of the unit reveals no defect a \$25.00 fee will be assessed and the unit returned to the customer at the customer's expense.

On non-warranted units a cost of repair estimate will be given to the customer. A valid purchase order is required before repair begins. If the cost of repair is greater than 50% of the unit price, the unit is considered to be uneconomical to repair and will be returned to the customer at the customer's expense.