



Warranty Exchange Program (International)

All defective parts can be returned to Steltronic, for an exchange, and the part must be returned complete, with no missing parts. Steltronic has the right to send a new or rebuilt part of equal quality, and each returned part you receive has an additional 3 month warranty. You should install this part immediately, to verify that it works properly. You should keep this part installed, and the part you removed can be placed on your spare parts shelf.

Warranty does not cover damaged parts due to misuse, abuse, fire, flood, electrical storms, acts of God, operator error, or other causes beyond normal usage of the equipment.

Steltronic assumes no liability for loss of use or loss of revenue to your center.

All defective parts sent to Steltronic require the Scoring Parts Repair Traveler attached to each defective part.

If your part is out of warranty, we offer an exchange program. You can send the defective part back, we will send you a rebuilt (or new) part, and you only pay the exchange fee.

Your automatic scoring equipment and related parts have a warranty policy of two (2) years, from the date of installation. If the defective part is returned within two years of operation, it will be exchanged free of charge.

Note: Some customers have purchased an extended warranty, and have more than two years of free exchange. Please see your warranty certificate that was delivered with your scoring system or contact Steltronic to purchase an extended warranty.

Freight: All replacement parts (within or expired of your original warranty) will be sent via Air Freight FedEx Priority service. All costs for freight are the bowling center's responsibility regardless of its warranty status.

Pre-Ship Parts: If you require a scoring part to be sent out without Steltronic having your defective part in advance, this is considered a "Pre-Ship" part, and you will be responsible to pay for this part in advance, until the defective part is returned.

Payment: Steltronic accepts Mastercard/Visa or American Express for the cost of all "Pre-Ship", within-warranty parts, out-of-warranty parts, and air freight charges.