



## Warranty Exchange Program (USA)

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. This repair traveler can be found on the back of your exchange parts list.

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 your 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 expiration of your original warranty) will be sent via ground service; however you may opt to have your parts shipped faster via airfreight service. All costs for freight (ground or air service) are the bowling center's responsibility regardless of its warranty status.

**Pre-Ship Parts:** If you require a scoring part to be sent 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, until the defective part is returned.

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

*Note: If you supply a credit card for payment, you will not be charged for "Pre-ship" parts.*

**COD:** If you do not want to use a credit card, the parts will be sent out C.O.D. Please note that all C.O.D. shipments cost you and additional \$15.00, as this is the fee from FedEx or UPS. If you choose C.O.D., we will ask you to make out two checks, one for the cost of the pre-ship part, and the other check will be for any exchange prices, freight charges, and C.O.D. fees. Your check for the amount of the pre-ship part will be held (not cashed) for 14 days, which gives you time to send the defective part back for credit. When the defective part is returned, we will return your un-cashed C.O.D. check.

**Return Labels:** Included with each package we ship out is a return label so that all parts can be sent back to us "hassle free". All you have to do is place the label on the box that contains the defective parts, call the 800 number on the instruction sheet, and a FedEx or UPS truck will arrive the next day to take your parts away.