

Rotary Actuator Warranty

Helac Corporation warrants its manufactured products to be free from defective material and factory workmanship. Helac Corporation shall replace or repair such products, which under normal use and service disclose such defects, and return the repaired or replacement products to the purchaser prepaid. Claims under this warranty will be satisfied only by repair or replacement of the unit or any defective part thereof. No cash payment or credit will be made for defective materials, workmanship, labor or incidental charges. Products under warranty shall be returned to Helac Corporation's manufacturing facility at 225 Battersby Avenue, Enumclaw, Washington 98022 USA, transportation prepaid by the purchaser, for inspection by Helac Corporation, whose opinion as to defects shall be conclusive.

The warranty period shall be 12 months from the date of shipment from Helac Corporation's manufacturing facility for Helac Corporation approved applications. This warranty shall be voided as to any products which have been repaired, worked upon, or altered by persons not authorized by Helac Corporation, or which have been subject to misuse, negligence, accident, or overload. In no event shall Helac Corporation be liable for any incidental or consequential damages.

Helac Corporation reserves the right to make changes in the design or construction of any of its products at any time without incurring any obligations to make changes or alterations to products previously sold. This warranty is in lieu of all other and/or prior warranties, expressed or implied, and no other company or person is authorized to represent or assume for Helac Corporation any liability in connection with the sale of Helac Corporation products other than set forth herein.

RETURN AND DEBIT POLICY

Actuators

Unless agreed to in advance, all actuators will be shipped to Helac Corporation, freight prepaid within seven days after receipt of return authorization. Prior to any returns, a Return Material Authorization (RMA) form is to be requested from an authorized Helac Corporation representative. Upon receipt of the RMA form, the customer is to provide when applicable, the part number, serial number, failure date, description of problem and the customer claim or reference number. All shipments to Helac Corporation are to include the completed RMA form.

Upon receipt of the actuator(s) at the Helac Corporation facilities, an inspection will be performed and an authorized representative will provide a written quote. This quote will list the findings of the inspection and will state whether or not the warranty claim has been accepted. Actuators returned for credit may be subject to the Helac Corporation re-stocking fee.

If Helac Corporation does not receive a response to their quote within 30 calendar days, the actuator will be either scrapped or returned and an invoice for the debit amount, including the freight charges, will be sent to the claim originator.

Service Parts

Return of service parts, normally stocked by Helac Corporation, must be authorized in advance. This will include seal and bearing kits as well as any and all fabricated parts. Return of any special order parts will be authorized on a case-by-case basis. All returns are to be shipped to Helac Corporation freight prepaid within seven days after receipt of return authorization. Helac Corporation has a minimum re-stocking fee of 25 percent.

Prior to any returns, Return Material Authorization (RMA) form is to be requested from an authorized Helac Corporation representative. Upon receipt of the RMA form, the customer is to provide part number, receipt date, description of problem and the customer claim number. All shipments to Helac Corporation are to include the completed RMA form.