

Warranty Policy

Effective date: June 18, 2012

Equipment Warranty:

Columbia Machine, Inc. includes with the purchase of major equipment a 12 month limited warranty. This warranty will commence on the date the equipment is put into production or 6 months from the date of shipment, whichever occurs first. Items covered under this warranty will include the following: frames, weldments, cylinders, motors, valves, pneumatic components, hydraulic components and electronic components.

Replacement Parts Warranty:

Columbia Machine, Inc. warrants that all Columbia supplied parts/components purchased as replacements will be free from defect in material and workmanship when placed under normal use and service for a period of 3 months from date of shipment. Wear parts or items in direct contact with abrasive/corrosive materials will be warranted for 1 month. (See exclusions below.)

All replacement parts covered under warranty on major equipment will have the remainder of the original 12 months or 90 days, whichever is greater.

Voiding Warranty:

The warranty shall be void in the event customer modifies Columbia's product(s), or uses interacting parts not recommended by Columbia without the express written consent of Columbia Machine, Inc.

Warranty Exclusions:

Normal wear items such as seals, wear plates, wear pads, brushes, filters, airbags, etc., will be excluded.

Warranty will be limited to defects in materials and workmanship for items in direct contact with abrasive/corrosive materials.

Repair or replacement of any part when a failure has not occurred is excluded.

Any claim not filed within 30 days of failure may be excluded.

Failure that results from customer neglect or improper operation of equipment may be excluded.

Warranty Claim Procedure:

If a failure occurs during the warranty period, Columbia Machine's Warranty Dept. should be notified within 30 days. An RMA (return authorization) will be assigned to handle processing of the claim. Confirmation of this process will be faxed or emailed to the customer's attention if return is approved.

All replacement parts/components shipped will be billed to the customer. Upon receipt of returned parts and a determination that the failure is within warranty guidelines, appropriate credit will be issued.

Columbia reserves the right to replace, repair or issue credit for parts that fail under warranty.

Freight charges for returned failed component(s) are to be prepaid by the customer.

RETURN POLICY:

All return goods require an RMA number.

All parts being returned must be freight prepaid with RMA number clearly marked on outside of the package.

Parts not received in Vancouver, WA. Within sixty (60) days of RMA issue date will not be covered under this policy. (90 days for customers outside the USA)

All returned parts will be examined. If warranty is approved, the item will be repaired, replaced or a credit will be issued.

Address all return authorization requests to:

Columbia Machine, Inc., Attn: Warranty Coordinator, 107 Grand Blvd, Vancouver, WA. 98661

Ph. (800) 628-4065

Customer's sole and exclusive remedy for any nonconformity in product(s) shall be, at Columbia's option: (a) repair or replacement of any nonconforming product(s); or (b) return of price paid for any such product(s). The foregoing remedies shall constitute the sole recourse of Customer against Columbia for defect in any product(s), breach of warranty, negligence, or any other claim based upon any assertion that product(s) do not conform in any way. COLUMBIA SHALL NOT BE LIABLE FOR CUSTOMER'S INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, LOSS OF BUSINESS, LOSS OF ECONOMIC ADVANTAGE, LOSS OF LABOR, LOSS OF PROFITS OR LOSS OF GOODWILL.