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## **Warranty Pre-exchanged Replacement Parts Policy**

1. As stated in the Azuradisc Limited Warranty statement, Azuradisc will, repair, or replace a machine or item(s) and will NOT ship a replacement machine or replacement part(s) under active an warranty policy until AFTER Azuradisc receives the original machine, or part(s) back from the customer and Azuradisc verifies that there is a defect or repair that is covered by the applicable active warranty.
2. Upon the customer's request, or at Azuradisc Suggestion Azuradisc may, in its sole discretion, as a courtesy ship a Pre-exchanged Replacement Machine, or Part(s) in advance of receiving the claimed defective item from the customer. The Pre-exchanged Replacement item(s) are charged to the customer's credit card upon shipment. If the original item that is claimed defective is pre-authorized and received by Azuradisc *within 30-days after the date that the advanced replacement item was shipped*, and Azuradisc approves the warranty claim as valid, Azuradisc will reverse the charges on the credit card.
3. Exceptionally, based on the original product age and with a signed Customer Charge Authorization, Azuradisc may delay the charge for the Pre-exchanged Replacement item on your credit card until we receive and verify the claimed defective item, but only up to *a maximum of 30 days*. After that, the charge for the Pre-exchanged Replacement Part is automatically charged to the credit card listed below and the will not be reversed after that point.
4. Any returned item sent in for a warranty claim received by Azuradisc after the 30-day period will be refused, sent back to you at your expense and will not be eligible for any credit on your card or any reversal of the charges. The 30-day period starts the day we ship the Pre-exchanged Replacement Part and ends when we receive the original part, not when you ship it. We recommend that you keep a record for the product being returned, such as tracking and insurance in case the item is lost or delayed during shipping to Azuradisc.
5. If Azuradisc determines your machine / part(s) is covered under your active warranty, any replacement(s) or part(s) will be shipped via FedEx ground or using other economy service at Azuradisc expense, during the first 30 days after the initial purchase date. Customer has the option to pay the difference for a faster delivery. We will ship the replacement item or part(s) to where the original product order was shipped. Any additional freight to another location is the responsibility of the customer.
6. Customer must return the original item that is claimed as defective as per the limited warranty to Azuradisc at its expense by a reputable carrier with all charges pre-paid, including insurance. A Return Material Authorization (RMA) Number or Estimate for Repair Number (EST) must first be obtained from Azuradisc and must accompany the product being returned. RMA & EST Numbers are only valid for 30 days. Proper international shipping documentation is required when applicable. Any applicable duties and taxes and customs brokerage expenses in both directions are the responsibility of the customer.
7. If a returned part is determined by Azuradisc as not defective such as (customer error, or normal wear and tear, accident etc..) or not eligible for warranty coverage, for any other reason as stated under the original warranty policy, a 20% re-stocking fee will apply to any non-defective item that is returned or a \$25.00 Service Charge plus the repair and all shipping costs will be charged to the customer. If a Machine or assembly is sent and claimed to be defective, it is possible that only a portion of the machine or assembly

is covered by the Limited Warranty. Items that need replacement or repair will be charged to the customer, and any items that are covered by the warranty will be replaced at Azuradisc expense at its sole discretion. In this event, the customer will pay for all shipping costs, if Azuradisc determines the reason for return was caused by the covered defective item, then at Azuradisc sole discretion Azuradisc may elect to waive all or a portion of the shipping charges.

8. For additional details, please consult our Warranty Statement and Terms & Conditions of Sale available on Azuradisc website at [www.azuradisc.com](http://www.azuradisc.com).

### **Customer Charge Authorization for Pre-exchanged Parts or Machine during Active Warranty Period**

- I understand that I will be charged for Pre-exchanged Replacement Parts or a Machine upon shipment and that I will not get a refund if the original merchandise is not received by Azuradisc within 30 days after it shipped the Pre-Exchanged Replacement item.
- I understand that Azuradisc may delay these charge for up to 30 days, however if the original part(s) or machine(s) is not received by Azuradisc within that time frame, I will be charged for the Pre-exchanged item(s) *and* I will not be eligible for any refund or credit.
- I understand that if the original item is determined not defective or not covered by Azuradisc Warranty or if additional expenses have been incurred by Azuradisc to receive or repair non covered portions of the item(s), I will be charged additional fees, shipping costs, and expenses.

By signing this form, I authorize Azuradisc, Inc. to charge my credit card as described above.

Company Name and Address

Card Holder's Address (if different)

Credit Card #

Card Expiration Date

Security code (3 dig.)

Name on card

Card holder's Signature

Date

Please Fax the Signed Form Back to 480-827-1104 or E-mail it to [support@azuradisc.com](mailto:support@azuradisc.com)