

WARRANTY CONDITIONS AND LIABILITY

FROMM Packaging Systems warrants all its strapping tools and machine heads during a period of 12 months from the date sale.

The warranty includes all deficiencies clearly resulting from poor manufacturing or faulty materials. Damage claims as a result of production shutdowns and claims for damage to persons and to property resulting from warranty deficiencies cannot be asserted by the customer.

The warranty excludes:

- wearing parts (tensioning wheels, cutters, punches, dies, notching knives, grippers, batteries and motors),
- Deficiencies resulting from improper installing, incorrect handling and tool maintenance.
- Deficiencies resulting from using the tool without or with defective security- and safety devices,
- Disregard of directions in the operation manual,
- Arbitrary modifications of the tool,
- Deficient control of wearing parts,
- Deficient repair works of the tool,
- Use of consumable products not recommended by FROMM Packaging Systems.

We reserve the right to modify the product at any time in order to improve its quality.

APPROPRIATE USE

The tool model has been designed to strap packages with a certain strapping material/size exclusively.

The warranty / liability exclude:

- Inappropriate use of the tool,
- Disregard of directions in the operation manual,
- Disregard of control and maintenance instructions.

Labor is not covered by warranty.

Warranty Claim:

1. The customer needs to Fill up the Warranty/RA form and send the damage product to Fromm. (If you do not have a copy, please ask Fromm's Customer Service).
2. If the customer needs an immediate replacement for the damage product, the customer needs to send a new PO as if they are ordering a new one and the invoice needs to be paid within the customer's terms of payment.
3. Once Warranty Claim was approved, the customer will receive a Credit Memo and will be applied to the appropriate invoice on customer's account.

Please note: Warranty Claim can take up 8-16 weeks.