

National Flooring Equipment, Inc. Warranty Policy

National warrants that each new unit manufactured by National Flooring Equipment, Inc., to be free from defects in material and workmanship in normal use and service for a period of twelve (12) months from date Distributor sells product to end user (copy of sales invoice required) or for a period of eighteen (18) months of shipment from National to the Distributor, whichever date arrives first. Accessories or equipment furnished and installed on the product by National but manufactured by others, including but not limited to: engines, motors, batteries, electrical components, transmissions etc., shall carry the accessory manufacturers own warranty. Be advised that battery warranties are prorated. Customer is responsible for the inspection of equipment / parts upon delivery. Freight damages reported beyond authorized time frame will not be honored.

National, at its determination of defect, will repair or replace any product or part deemed to be defective in material or workmanship within specified warranty time period. All product determinations and / or repairs will take place at National's facility based in Minneapolis, Minnesota or at a certified warranty location designated by National. National will coordinate and be responsible for all freight expenses associated with valid warranty claims. Freight and shipping expenses associated with abuse or misuse will be back charged to the customer. National reserves the right to modify, alter or improve any part / parts without incurring any obligation to replace any part / parts previously sold without such modified, altered or improved part / parts. In no event shall the seller or manufacturer of the product be liable for special, incidental, or consequential damages, including loss of profits, whether or not caused by or resulting from the negligence of seller and / or the manufacturer of the product unless specifically provided herein. This warranty shall not apply to any products or portions thereof which have been subjected to abuse, misuse, improper installation, lack of recommended maintenance, operation, electrical failure or abnormal conditions and to products which have been tampered with, altered, modified, repaired, reworked by anyone not approved or authorized by National or used in any manner inconsistent with the provisions of the above or any instructions or specifications provided with or for the product. Any and all unauthorized onsite warranty work conducted by unauthorized personnel or any outside person(s), is not covered by National unless the work has been pre-authorized by a predetermined manufacturer representative. This excludes wearable parts and/or consumables.

Defective or failed material or equipment shall be held at the purchaser's premises until authorization has been granted by National to return or dispose of defective products. Products returned for final inspection must be returned with a manufacturer authorized Return Material Authorization (RMA). Any unauthorized return of equipment will be declined at the dock by National. Any non-approved items returned with approved returned items are subject to rejection and will not be credited. Credit will be issued for material found to be defective upon National's inspection based on prices at time of purchase. Credit for parts not manufactured by National will only be issued once National receives credit from the part manufacturer.

PRIVACY POLICY:

We respect and are committed to protecting your privacy. We may collect personally identifiable information when you visit our site. We also automatically receive and record information on our server logs from your browser including your IP address, cookie information and the page(s) you visited. We will not sell your personally identifiable information to anyone.

SECURITY POLICY

Your payment and personal information is always safe. Our Secure Sockets Layer (SSL) software is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information, including credit card number, name, and address, so that it cannot be read over the internet