

Guidelines for Warranty and Returns

30-day money-back returns

30-day return authorizations can now be obtained using your online account.

We offer a 30-day money-back period on all products except Marathon Electric motors and refurbished products, beginning 10 days after the date of the invoice. This grace period provides ample time for you to receive the product. Products must be returned in the original boxes in like-new condition. See "Guidelines for Returns" for complete details on how to return a product under the 30-day money back guarantee. Products returned outside the 30-day policy will be subject to restocking fees. AutomationDirect's standard policy is that all customers are responsible for freight charges to AutomationDirect when returning products under the 30-day return policy.

Warranty

Warranty return authorizations can now be obtained using your online account.

All AutomationDirect products carry a minimum one-year warranty against defects in materials and workmanship. If a product proves defective in materials or workmanship within one year from the date of purchase, we will replace or repair it. (See page TC-11 for information regarding IronHorse and Marathon Electric motors). The replacement is your exclusive remedy and our sole obligation for any breach of warranty, except that, if, after a reasonable number of attempts, we are unable to provide you a product that meets the above warranty, we will refund the purchase price for that product, as our sole obligation and your sole remedy. **Products returned under warranty (after 30 days) may be replaced with refurbished or remanufactured goods.** AutomationDirect's standard policy is that all customers are responsible for freight charges to AutomationDirect when returning products under the warranty return policy.

Some products may carry a longer warranty term as specified in this catalog and in our online store. Except for the longer term, these same provisions apply to such warranties. **EXCEPT AS EXPRESSLY PROVIDED IN THIS WARRANTY SECTION, WE MAKE NO REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, WITH RESPECT TO ANY PRODUCT, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR ANY PARTICULAR PURPOSE, AND WE HEREBY DISCLAIM SAME.**

In no event will we be liable, whether in contract, tort or under any other legal theory, for lost profits or revenues, loss of use or similar economic loss, for any indirect, special, incidental, consequential, punitive or similar damages arising out of or in connection with any products (including non-conforming products), or for any third-party claims against you relating to the products, even if we have been advised of the possibility of such claim. In no event will our monetary liability (whether in contract, tort or under any other legal theory) in respect of any product exceed the purchase price that you paid to us for it.

This warranty will be void if product date codes or serial numbers are removed or defaced. Of course, warranties also do not apply to products that have been subject to abnormal use, abnormal conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized repair, misuse, neglect, accident, alteration, improper installation or other acts which are not our fault, including damage caused in shipping. Our warranty also does not apply to any product that has been damaged by external causes such as fire, flood, sand, dirt, lightning, exposure to weather, acts of God, battery leakage, theft, blown fuses, improper use of any electrical source or connection to product not recommended in writing for interconnection by us.

To minimize the risk of potential safety problems, you should follow all applicable local and national codes that regulate the installation and operation of your equipment. These codes vary from area to area and usually change with time. It is your responsibility to determine which codes should be followed, and to verify that the equipment, installation and operation is in compliance with the latest revision of these codes.

At a minimum, you should follow all applicable sections of the National Fire Code, National Electrical Code, and the codes of the National Electrical Manufacturers Association (NEMA). There may be local regulatory or government offices that can also help determine which codes and standards are necessary for safe installation and operation.

Equipment damage or serious injury to personnel can result from the failure to follow all applicable codes and standards. We do not assume any responsibility for your product design, installation or operation.

Our products are not fault-tolerant and are not designed, manufactured or intended for use or resale as on-line control equipment in hazardous environments requiring fail-safe performance, such as in the operation of nuclear facilities, aircraft navigation or communication systems, air traffic control, direct life support machines, or weapons systems, in which the failure of the product could lead directly to death, personal injury or severe physical or environmental damage.

The full catalog desk reference contains many specifications, wiring diagrams and other types of information related to the various product offerings. However, under no circumstances should you use this document for installation, operation or troubleshooting of any equipment. Always consult the appropriate product documentation prior to using the equipment. If you have any questions concerning the installation or operation of this equipment, or if you need additional information, please call for assistance.

For complete guidelines on returning products, see page TC-10.

Refurbished Products

Refurbished products

If you are looking to save some money on your next purchase with AutomationDirect, you may be interested in our refurbished parts. Inventory is available for many of our standard products, and is offered at substantial savings. The select re-manufactured parts are available to U.S. and Canadian customers. You will receive a 20% discount off the catalog price of any available items, and we will give you a full 1-year warranty from the date of purchase against defects and workmanship. **(Our 30-day money-back return policy DOES NOT apply for this offer.)**

The products are offered on a "first come, first serve" basis while supplies last. You will need Web access to view product availability and to order.

Type <http://support.automationdirect.com/bstock/> in your Web browser; read the instructions, view available products, then fill in your company information and the products you wish to purchase. Once the system verifies the products and quantities, simply print the form and fax it to the number provided on the Web site. Your order will be sent to a company sales representative who will then fill your order.

Guidelines for Returning Products

See Page TC-8 for our Warranty Terms. These guidelines are intended to facilitate and expedite returns and do not alter or modify our Warranty Terms.

It is AutomationDirect's belief that in most cases, although not all, we may be able to provide you a solution so that you may not have to return products to us. Please call one of our Return Authorization (RA) representatives for an RA number before returning any products to us. ALL RAs can also be issued under your account via the Web. Our Pre Return Authorization form also goes out with all shipments and is posted on the Web site, www.automationdirect.com. The RA representative may request return approval for your product by our Technical Services department before an RA can be issued.

Please note that we cannot accept products that you purchased from one of our Value Added Resellers (VARs) or any other third party. Please contact the VAR from whom you purchased when seeking potential replacement, repair or credit. **For Marathon Electric products**, please contact Marathon directly at 1-800-254-4207 or at www.marathonelectric.com.

Warranty Returns/Repairs

Standard policy is that all customers are responsible for freight charges when returning product. The following guidelines apply to authorized returns for products under warranty (our warranty information is fully described in the previous pages):

1. An RA can be obtained under your account via the Web (see "Online Return" instructions in box below). All date codes and/or serial numbers must be supplied before the RA can be issued. If date codes and/or serial number labels have been defaced or altered in any way, the warranty will be void. No exceptions.
2. Failure symptoms must be reported for each product returned for Quality Control purposes. If this information is not available at the time the return authorization is issued, please specify each failure symptom on the RA form before returning the product.
3. Once you have contacted AutomationDirect to request your RA, it will be faxed/e-mailed to you. Fold the form, then insert it inside a clear packing list envelope so that the return address is visible.
4. In return box, include all documentation, cables and other components included with the original parts shipment. **Write the RA number on the outside of the shipping box, not the product box.**
5. Please return the parts to the appropriate address shown at the top of the RA form within two weeks of issuance.
6. If you are issued an RA for a potentially defective product, you, the customer, are responsible for freight charges, and that the shipment arrives safely and undamaged. We highly recommend that you insure the shipment for the full cost of replacing the product. **See "Limits of Liability".**

30 Day Money Back

Standard policy is that all customers are responsible for freight charges when returning product. The following guidelines apply to returns subject to our 30 day money back policy, which can be found in the previous pages. The following does not apply to Marathon Electric products. There are no 30-day returns on those products.

1. Once you have called to request your RA, it will be faxed/e-mailed to you. (You can also request your RA from our Web site, under "My Account"; see "Online Return" instructions in box below.) Fold the form, then insert it inside a clear packing list envelope so that the return address is visible.
2. Do not mark or write on the original product boxes to avoid refurbishing fees.
3. Products must be returned in the original boxes in like new condition. Include all documentation, cables and other components included with the original parts shipment.
4. Shipments should be in an appropriate shipping container to avoid product damage. **See "Limits of Liability".**
5. Return only products that are specified on that RA. Additional products sent without approval will be returned to you.
6. Please return the parts to the appropriate address shown at the top of the RA from within two weeks of issuance. **Note: The address may not be AutomationDirect's Georgia location, please check carefully for the correct return address.**
7. You, the customer, are responsible for freight charges and the shipment arriving safely and undamaged. We highly recommend that you insure the shipment for the full cost of replacing the product. **See "Limits of Liability" below.**

Shipments that do not follow the above procedures may be returned to sender or restocking and refurbishing charges may be incurred at the current cost of AutomationDirect's parts and labor.

Limits of Liability

A return authorization number does not guarantee a refund or replacement. If a refund is initially issued and the manufacturer of the product finds the problem to be due to "customer abuse," the credit will be reversed and you will be notified of such action.

AutomationDirect will accept no responsibility nor issue credit for packages damaged in transit for any reason. It is your responsibility to assure that the product is properly packaged for shipment. Freight charges are your responsibility and we highly recommend that you insure the item, at your expense, for the amount of the potential credit that you are seeking.

Online Return Request Instructions

1. After you have logged in to your AutomationDirect account, visit our Returns page and choose appropriate return reason.
2. You'll see a list of your orders which fall within the selected return window. Choose the order which contains the items you wish to return.
3. Verify your contact information, scan the list of items from your order, and enter the quantities you need to return. Then "Submit" the return. **The Returns Team will look over your return request, and if everything checks out, the necessary paperwork and instructions will be sent to you immediately.**

Marathon Service

AUTOMATIONDIRECT DOES NOT PROVIDE A 30-DAY MONEY-BACK PERIOD OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, ON MARATHON ELECTRIC PRODUCTS, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR ANY PARTICULAR PURPOSE, AND WE HEREBY DISCLAIM SAME.

Warranty, Returns and Service Information for Marathon Electric Products

If you have purchased Marathon Electric motors, this information applies to those products. Marathon Electric may provide a limited warranty on its products; see catalog technical pages for stated warranty periods. For more information, contact Marathon Electric at the Web site and phone numbers below. AutomationDirect will assist you with your technical support issues, however, all **repair services are performed directly through an authorized Marathon Electric service center.**

Marathon Service Center and Support Information

For the nearest Marathon service center near you please contact:

- www.marathonelectric.com
- Marathon Electric at (800) 254-4207 or (715) 675-3311.
- www.automationdirect.com - Tech Support
- For AutomationDirect Technical Services please call (770) 844-4200 or 1-800-633-0405.

IronHorse Service

EXCEPT AS EXPRESSLY PROVIDED BELOW, AUTOMATIONDIRECT DOES NOT MAKE ANY REPRESENTATION OR WARRANTY, EXPRESS OR IMPLIED, ON IRONHORSE MOTOR OR STABLE MOTOR BASE PRODUCTS, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR ANY PARTICULAR PURPOSE, AND WE HEREBY DISCLAIM SAME.

Warranty, Returns and Service Information for IronHorse Motors and Stable Bases

AutomationDirect offers a 2-year warranty against defects in materials and workmanship on all Ironhorse motors and a 1-year warranty on bases. AutomationDirect will replace motors 40 hp and smaller that prove to be defective. For all motors 50 hp and larger, we require that IronHorse motors be inspected by an authorized EASA repair center. The EASA repair center will provide us with a disposition on the warranty claim and, if deemed to be under warranty, we will cover 100% of the cost of the repair. (excluding shipping and/or freight carrier insurance charges). In cases where it is not economical to repair the motor, we will replace it at no charge to you. (We will pay an evaluation fee of up to \$100 U.S. per motor.) We will not cover any cost where a motor was subject to any improper installation, abuse, modifications, neglect, misuse, exposure to moisture or dampness or any unauthorized repair. We will not reimburse the customer for any repair performed by themselves or by anyone not authorized by AutomationDirect. A purchase order may be required to start the repair process.

Please Note: We cannot accept or file warranty claims on IronHorse motors that you did not purchase directly from us. If you purchased an IronHorse motor from one of our Value Added Resellers (VARs) or from anyone other than AutomationDirect, you must go directly through their return and repair channels.

Service Centers and Support Information

AutomationDirect Technical Support Services: please call (770) 844-4200 or 1-800-633-0405

www.automationdirect.com - Tech Support

www.EASA.com – for qualified EASA repair shops near you