



## Terms and Conditions

- Quotes are valid for 30 days from the original quote date.
- Shipping methods and/or accounts must be provided on a hard copy purchase order. All shipments will be processed as pre-pay and add otherwise.

### Service Labor

- The estimated cost may be different due to unforeseen problems, such as additional parts needed, substitute parts required because of obsolete parts or long delivery time, labor and per diem.
- Shipping charges are not included in estimate.
- All service work completed comes with 90 day labor warranty.

### Service Parts

#### (Return Merchandise Authorization)

- RMA will not be issued for items that total less than \$50.00 list price.
- A restocking fee of 20% of the list price, with a minimum of \$50.00 and a maximum of \$1000.00 will be charged for returns that are not the result of a Gosiger error.
- Parts returned for credit must be returned within 30 days of the original ship date.
- Units shipped in crates will need to be secured and returned in those crates. For all other items, it is the customer's responsibility to ensure the item is packed securely and in a box free of wear. In most cases, the box and original packing material are not intended for reuse. Any damage resulting in improper packing or reused boxes will be the customer's responsibility, and can result in denial of credit.
- Items that are not eligible for return include:
  - ◇ Items that are not in stock upon receipt of order.
  - ◇ Electrical/Electronic items unless deemed defective or result of Gosiger error.
  - ◇ Machine serial number specific options or retrofits cannot be returned or cancelled upon receipt of order.
  - ◇ Preventative Maintenance Kits.
  - ◇ Made to order items.
  - ◇ Special collets or items with Special Bore Size.
  - ◇ Batteries.
  - ◇ Altered or etched items.
- Gosiger and/or Gosiger suppliers have final acceptance of all returned parts.

#### Qualifying Manufacturer Electrical Exchanges (Board Repair Exchange)

- Core returns for exchangeable items must be returned within 21 days of receiving the repaired exchange item. Failure to return your defective core will result in loss of credit issued and the warranty will be void on unit purchased. If service installation is not performed by an authorized technician, the Warranty may not apply.
- Board Repair Exchange items returned as unused, not installed and still in the shrink wrapping will have a mandatory flat restocking fee of \$350.00.
- Board Repair Exchange items returned as unused but have been removed from the shrink wrapping will have a mandatory restocking and testing fee of \$550.00.
- Core returns must be free of: third party parts, third party modifications and third party tampering. If found, this will result in denial of return and loss of credit issued.
- Core returns shipped in crates will need to be secured and returned in those crates. For all other items, it is the customer's responsibility to ensure the item is packed securely and in a box free of wear. In most cases, the box and original packing material are not intended for reuse. Any damage resulting in improper packing or reused packaging will be the responsibility of the customer and will result in denial of return and result in invoicing for non-return of core if another cannot be produced of the same unit free of damages.
- Exchange items returned unused must be the same serial number, pass a physical and dynamic functional test before credit can be issued.
- Gosiger and/or Gosiger suppliers have final acceptance of all returned parts including Exchange items.

#### Qualifying Manufacturer Mechanical Exchanges (Mechanical Exchange)

- Core returns for exchangeable items must be returned within 21 days of receiving the repaired exchange item. Failure to return your defective core will result in loss of credit issued and the warranty will be void on unit purchased. If service installation is not performed by an authorized technician, the Warranty may not apply.
- Mechanical Exchange items returned as unused will be charged a restocking fee of 20% of the list price, at a maximum of \$2500.00 that are not the result of a Gosiger error.
- Core returns must be free of: third party parts, third party modifications and third party tampering. If found, this will result in denial of return and loss of credit issued.
- Core returns shipped in crates will need to be secured and returned in those crates. For all other items, it is the customer's responsibility to ensure the item is packed securely and in a box free of wear. In most cases, the box and original packing material are not intended for reuse. Any damage resulting in improper packing or reused packaging will be the responsibility of the customer and will result in denial of return and result in invoicing for non-return of core if another cannot be produced of the same unit free of damages.
- Exchange items returned unused must be the same serial number, pass a physical and dynamic functional test before credit can be issued.
- Gosiger and/or Gosiger suppliers have final acceptance of all returned parts including Exchange items.