



Part Warranty Information

- Gosiger sells only OEM Replacement Parts. Most parts we sell are guaranteed by the original manufacturer for one year from the date of delivery against factory defects. Listed below are the current warranty coverage periods for our most common products, if your part does not apply to a category below, or if you are unsure of coverage, please contact us using the warranty process below (next section) to be sure:
 - ◆ Okuma Repair Parts, 1 year parts warranty coverage
 - ◆ Okuma Board Repair Exchangeable (Drives, Power Supplies, Electrical Boards), 1 year parts warranty coverage
 - ◆ Okuma Mechanical Exchangeable (Spindle Cartridges, Spindle Motors, Cam-Boxes), 2 year parts warranty coverage
 - ◆ Hardinge Repair Parts, 6 month parts warranty coverage
- Warranty Coverage does not include unnatural “wear & tear”, physical damage, and parts considered consumables.
- Defective parts must be exchanged for a new replacement, they cannot be returned for credit.
- All warranties are subject to approval after inspection of failed part, if return is requested.
- All exchangeable warranties will be approved pending inspection of the defective unit, unless otherwise stated.
- 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 result in invoicing for non-return of core if another cannot be produced of the same unit free of these modifications.
- 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.
- For approval of your warranty claim, you may be asked to complete a warranty check sheet for diagnostic and approval purposes.
- Mechanical exchangeable units require an additional reference sheet, provided by Gosiger, to be signed confirming the Customer’s understanding of the terms of approval of their warranty claim pending inspection after receipt of the exchangeable unit.
- If service is not performed by an authorized technician, warranty coverage may not apply.
- Warranty is considered void if the unit is modified or tampered with, damaged due to physical abuse, or damaged due to failure of machine elements, such as (but not limited to) contamination from coolant or other liquids, metal chips, etc.

Part Warranty Process

- To request a claim for warranty replacement, please contact partsales@gosiger.com, we will ask questions to validate the warranty claim, to expedite the process, please provide:
 - ◆ Machine Model and Serial number that the Part was installed in.
 - ◆ Part Number of the Part that you are filing a claim for replacement.
 - ◆ Purchase Order reference number the part was purchased with, if available.