



Oil Trades Supply Corporation

240-19 Braddock Ave, Bellerose, NY 11426 (office)

282 LaVista Dr, South Fallsburg, NY 12779 (warehouse)

800-466-8824 | 718-629-6600 | f. 718-629-6609

warranty@oiltradessupplycorp.com | <http://www.oiltradessupplycorp.com>

Our Guarantee: We Provide a Two Year Limited Warranty on ALL rebuilt equipment as long as either of the following conditions apply to you:

- You have purchased & installed a strainer & any other protective equipment deemed necessary for your specific application along with your purchase of a pump or custom pumping assembly.
- You can provide proof that you will be using a strainer and any other protective equipment deemed necessary for your specific application.

The Warranty covers equipment failures that arise under normal operating conditions only. We do not warranty for damage caused by improper handling, installation, use or storage. This includes prolonged/unprotected exposure to the elements or by accidental damaged incurred during installation or handling (drops, bangs, etc).

If you believe your equipment falls under the warranty, please follow these steps:

1. **Discontinue Use of the Equipment**
2. **Email** photos and a thorough description to warranty@oiltradessupplycorp.com. Please take images specifically of the damage and the equipment location inline
3. **Call Us Immediately** after your email is sent! (718) 629-6600 or 1 (800) 466-8824
 - If contacting us after business hours (9-5pm EST), please leave a detailed message and we will get back to you on the next business day.
 - Contact with us by phone must be made FIRST before applying any other solution
4. After reviewing the information sent via email, our mechanics will contact you to discuss possible solutions, as many common problems can be resolved over the phone. This is our first layer of support!
5. If it is determined that we need to apply a repair on the equipment, we will schedule a shipment of the equipment back to our Warehouse for inspection & repairs.

WARNING: If contact with us is not made upon discovery of the problem and steps are taken independently to repair the problem on your own, you are violating the terms of this agreement and the Warranty is Null and Void.

6. Once received, the equipment will undergo an inspection by our lead mechanic. He will determine the cause of the equipment failure and recommend a solution.

What Happens Next?

If we determine that the equipment failed during normal use and equipment had not been mishandled or installed improperly. (OUR FAULT)

→ Your equipment will receive our expedited service package and will be repaired and returned to you as quickly as possible, free of charge.

If we determine that the equipment failure was due to improper handling, installation, storage or safety equipment such as (but not limited to) strainers, filters, air eliminators, and/or flame arresters were not used or were installed improperly. (CUSTOMERS FAULT)

→ You have 2 options for service:

1. Regular Service:
 - Our mechanics will insert your equipment into their job queue and the repair will be scheduled for service.
 - Your cost will be Parts + Labor + Shipping
2. Expedited Service:
 - Our mechanics will put your equipment at the front of the job queue and the repair will commence immediately. Please understand that we cannot provide estimates on time-to-repair until we have inspected the unit and determined the exact solution.
 - Your cost will be a 15% fee (based on the original order total) + Parts + Labor + Shipping.

ATTENTION: IF THE EQUIPMENT FAILURE IS AN EMERGENCY...

We offer a deluxe service for same-day or next-day or ASAP depending on your location; whereby we hire a local repair technician to come to your place of business and assess/handle the repairs on site.

PLEASE UNDERSTAND: This option may be limited due to the availability of local repair technicians.

This deluxe service has two possible outcomes that are determined by the inspection report and the consensus of our lead mechanic and the repair technician.

If it is determined that the equipment failed during normal use (our fault)...

→ 40% of the repair cost will be billed to you (the customer) and is due within 10 days of the date of repair.

If it is determined that the equipment failed due to improper handling, installation, use or storage (customer's fault)...

→ 100% of the repair cost will be billed to you (the customer) and is due immediately.
(Sorry, no terms will be given)

What happens when repairs are needed outside of the 2 Year Warranty?

Let's face it, all equipment breaks down eventually – nothing lasts forever! We offer repair services for all types of liquid handling equipment. Alternatively, we may consider a sell-purchase agreement and buy your old equipment as 'credit' towards your purchase of a replacement.

No Matter What the Issue Is, Give Us a Call!