



# SERVICE & WARRANTY

## Warranty, Repairs, Returns

### Contact Information:

By Mail: K-Tech International, Inc.  
56 Ella Grasso Ave  
Torrington, CT 06790

By Phone: (860) 489-9399

Toll Free : 1-800-993-9399 (US and Canada)

By Fax: (860) 489-4399

By E-Mail: Sales@KTechOnline.com

Tech Support: Support@KTechOnline.com

### Payment:

- NET 30 DAYS with credit approval (request a credit application)
- C.O.D.
- Major Credit Card
- International orders, call (860) 489-9399 for details

### Shipping Information:

1. All Continental U.S. orders are shipped via UPS- ground service unless otherwise specified. Alternate shipping methods are billed accordingly.
2. Outside Continental U.S.-request details.
3. Shipping Terms: FOB Origin/Prepaid & Added.

### Warranty Policy:

K-Tech International, Inc. warrants equipment of its own manufacture to be free from defects in material and workmanship for a period of two years from date of shipment from factory or appointed distributor to original user.

This warranty does not apply to any products which have been damaged, neglected, altered, abused, used for a purpose other than the one for which they were manufactured, repaired by the customer or any party without K-Tech's authorization, or used in any manner inconsistent with K-Tech's instructions. Also excluded are field programming and adjustment errors.

K-Tech's entire obligation under this warranty shall be limited (at K-Tech's option) to repair or replacement of any parts which prove to be defective within the warranty period. Defective products must be returned by customer to K-Tech's factory in its original, unaltered form, transportation prepaid.

K-Tech will not be liable for any costs incurred by its customers in removal or replacement of defective products. K-Tech International, Inc.'s liability under this warranty, or any other warranty, whether expressed or implied in law or fact, shall be limited to the repair or replacement of defective material or workmanship, and in no event shall be liable for consequential or indirect damages. No representative or person is authorized to assume for us any of the liability in connection with the sale of our products.

Prices may be changed and product may be modified or discontinued at any time without notice.



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## Warranty, Repairs, Returns

### Repair Policy:

K-Tech International, Inc. customer repair policy requires that all customer repairs have a pre-assigned Return Authorization (RA) number. This system assists us in better serving our customers by ensuring accurate identification and prompt turnaround for returned product. If you need to return a product for repair, please contact our Customer Service Department at 1-800-993-9399 or (860) 489-9399 for a Repair Authorization (RA) number. **Please have the following information available when requesting authorization:**

1. Bill To and Ship To addresses
2. Name and telephone number of contact person for this Repair Authorization (RA)
3. Purchase Order # for this Repair Authorization (RA)
4. Job site name
5. Quantity, model number(s), and serial number(s)
6. Brief description of problem experienced

### Credit/Return Policy:

K-Tech accepts returns for credit on new, unused product only, returned complete and in original packaging. A minimum 15% restocking fee is assessed on units returned after 30 days from purchase date. Returns for credit are not accepted after 60 days from original ship date.

### Shipping (Warranty, Returns and Repairs):

Please reference the Repair/Return Authorization (RA) number on the outside of all cartons and on all paperwork enclosed with the product. Undocumented returns run the risk of being lost and are untraceable. All material must be shipped on a Freight Prepaid basis. Collect shipments will be refused.

**All returns and repairs require a pre-assigned authorization number.  
Call 1-800-993-9399 or (860) 489-9399.**

Subject to change without prior notice.

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Www.KTechOnline.com