

WARRANTY, TRADE-IN and RETURN

WARRANTY

SHOPMASTER machines are covered by a factory warranty for THREE full years against defects in materials and workmanship. During that time, any parts that are returned freight prepaid to our warehouse and determined to be defective will be replaced free of charge. Upon receipt of the defective parts, replacement parts will be sent from our warehouse or our manufacturing facility by the most economical means of transportation. In cases of urgency, at our discretion, we may send parts prior to receiving the old parts, but failure to return the old parts to us within 30 days will permanently void the warranty. This warranty is for parts only, diagnosis of any problem and labor is the responsibility of the owner. Claims for missing, incorrect or damaged items must be made in writing within 15 days of receipt of your machine, any claim past the 15 days will not be considered. This warranty does not cover parts that are worn out through the course of normal operation or are damaged through negligence on the part of the operator. All returns must be in the original packaging. This warranty does not cover incidental or consequential damages resulting from defects in material and workmanship.

TRADE IN POLICY

SHOPMASTER offers a trade in policy for original purchasers of any of our machines. We will give you up to 50% of your original purchase price toward the purchase of a new machine. All trade in machines must be delivered to our warehouse freight pre-paid and properly packaged. All trade in machines must be complete with the original accessories and be in full working order. Normal wear is expected depending on the age, but severely damaged, rusted or incomplete machines will be pro-rated for value based on materials and labor necessary to re-furbish them for resale.

RETURN POLICY

To allow sufficient time for our customers to learn machining in both CNC and manual mode, SHOPMASTER offers a 1 year return policy. You may return the machine after using it for 1 full year for a full refund, less all freight costs. The machine must be packaged in the original crate with all the original standard accessories and shipped to our warehouse freight prepaid. We require written notice of your intention to return 30 days before the 1 year period ends. Upon receipt of the returned machine, we will inspect it and inventory all the standard accessories. Normal signs of usage are expected, but any machine showing excessive wear or damage from abuse or neglect will be pro-rated for the refund. Shopmaster will notify you of any pro-rated discount within 30 days of receipt and you will have 30 days to dispute any discount. We strongly urge you to document your machine condition with dated photos before the return. Shopmaster will issue your full refund within 30 days of your acceptance of the refund offered. The return policy applies only to regular orders. Institutional, dealer or other bulk sales and specially discounted orders are not covered by this policy. This policy covers the machine and its original standard accessory package only. Any optional tooling purchased is not returnable. Returns of machines purchased through third party websites such as E-Bay or Amazon will be discounted by the amount of commission charged by that website for the sale.

THIS WARRANTY, TRADE IN AND RETURN POLICY APPLIES ONLY TO MACHINES PURCHASED AFTER 10-1-17

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