



Warranty Information

Transforming Technologies expressly warrants products for a period of one (1) year from the date of purchase, Transforming Technologies ESD products will be free of defects in material (parts) and workmanship (labor). Within the warranty period, a unit will be tested, repaired or replaced at Transforming Technologies option, without charge. Call our Customer Service Department for a Return Material Authorization (RMA) and proper shipping instructions and address. Please include a copy of your original packing slip, invoice, or other proof of date of purchase. Any unit under warranty should be shipped prepaid to the Transforming Technologies factory. Warranty replacements will take approximately two weeks. If your unit is out of warranty; call our Customer Service Department at for a Return Material Authorization (RMA) and proper shipping instructions and address. Transforming Technologies will quote repair charges necessary to bring your ESD unit up to factory standards.

LIMIT OF LIABILITY

In no event will Transforming Technologies, its representatives or resellers be responsible or liable for any injury, loss or damage, direct or consequential, arising out of the use of or the inability to use the product. Before using, potential users shall determine the suitability of the product for their intended use, and users assume all risk and liability.

F.O.B POINT

Unless embodied in a written agreement signed by authorized officers of Transforming Technologies the F.O.B. point for all products purchased from Transforming Technologies will be the F.O.B. factory.

OUT OF WARRANTY REPAIRS

Field repair or unauthorized tampering of Transforming Technologies products is not recommended and will nullify any and all warranties. All Transforming Technologies items to be repaired must be returned to the factory. Transforming Technologies will quote repair cost upon receipt and inspection of product. Repaired product will include a 60-day warranty. A Return Merchandise Authorization number (RMA#) must be obtained from Transforming Technologies for out of warranty repairs. A copy of the RMA must accompany the shipment. The RMA number must appear on the outside of returned cartons, and Transforming Technologies has the right to refuse all return shipments which do not bear the RMA number or which are shipped freight collect. Customer is responsible for all freight and transportation charges.

SATISFACTION GUARANTEED

Transforming Technologies is totally committed to our customer's satisfaction. We work hard to assure that our products are of the highest quality and meet all appropriate recognized industry standards. Our policy is to provide replacement or refund when a customer is not happy with most products. We cannot guarantee, however, that all products are applicable to all situations and that the data we provide from many sources is reliable and accurate for all situations. All statements, technical data, and recommendations contained herein are based upon tests we believe to be reliable. However, the accuracy or completeness thereof is not guaranteed. The proper and correct application of products and data is the responsibility of the user. The following is made in lieu of all warranties, expressed or implied:

Transforming Technologies' only obligation shall be to replace such quantity of the ESD product proved to be defective. Transforming Technologies shall not be liable for any injury, loss, or damage, direct or consequential, arising out of the use of or the inability to use the ESD product. Before using, operators shall determine the suitability of the product for their intended use, and users assume all risk and liability whatsoever in connection therewith. No statement or recommendation not contained herein shall have any force or effect unless embodied in a written agreement signed by authorized officers of Transforming Technologies