



## Belshaw Adamatic Bakery Group Limited Warranty / Return Policy

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Subject to the terms and limitations set forth in this limited warranty ("Limited Warranty"), Belshaw Adamatic Bakery Group (also referred to as "the Manufacturer") warrants to the original purchaser ("Purchaser") of Manufacturer's equipment and parts ("Products"), Belshaw Adamatic Bakery Group's manufacture and assembly of Products to be free from defects in workmanship and material which would result in product failure under normal use and service. Belshaw Adamatic Bakery Group's entire liability under this Limited Warranty is limited to either repairing or replacing at Manufacturer's factory or on Purchaser's premises, at Belshaw Adamatic Bakery Group's option, any Products purchased by Purchaser which shall be determined by the Manufacturer to be defective. If necessary to return Products to Manufacturer's factory, Products must be shipped by Purchaser with transportation charges prepaid by Purchaser.

Belshaw Adamatic Bakery Group reserves the right to make changes in design or add any improvement to its Products at any time without incurring any obligations to install the same on Products previously sold.

Possession, use or operation of Products sold hereunder for any other than their designed purpose, or use of Products which are in poor repair, modified, improperly operated, or neglected, is done at the Purchaser's risk. Belshaw Adamatic Bakery Group hereby disclaims any liability for these actions and shall not be liable for defects in or for any damages or loss to any property which is attributable to such actions.

Under no circumstances shall Belshaw Adamatic Bakery Group be liable for any indirect, special, incidental, or consequential damages arising out of, or from the use of its Products by Purchaser, its assignees, employees, agents or customers.

### **THIS LIMITED WARRANTY SHALL BE PURCHASER'S SOLE AND EXCLUSIVE REMEDY WITH RESPECT TO DEFECTIVE PRODUCTS.**

#### **Warranty Period**

This Limited Warranty covers Products manufactured by Belshaw Adamatic Bakery Group and sold by Belshaw Adamatic Bakery Group or its authorized distributor ("Distributor") or authorized dealer ("Dealer"), and this Limited Warranty shall extend for a period of one (1) year from date of shipment to Purchaser, and to the original Purchaser only.

#### **Limited Warranty**

With respect to products not manufactured by Belshaw Adamatic Bakery Group, warranty coverage shall be limited to the warranty of the original manufacturer of the product, or the Belshaw Adamatic Bakery Group Limited Warranty, whichever is the lesser coverage period.

Replacement Products provided under the terms of this Limited Warranty are warranted for the remainder of the original warranty period applicable to the Product.

#### **Exclusions**

This Limited Warranty excludes from its coverage and does not apply to: (a) solenoid and relay coils; (b) lamps; (c) "O" rings; (d) belts; and (e) impellers. This Limited Warranty also excludes the cost of labor for removing and replacing Products subject to a warranty claim, other than the labor incurred directly by the

Manufacturer when, in Belshaw Adamatic Bakery Group's opinion, a repair of the Product by the Manufacturer is justified.

### **Warranty Claims**

In case of warranty claims relating to your Product, you must follow the instructions below.

Report Claims to Your Authorized Distributor or Dealer or to Belshaw Adamatic Bakery Group as soon as you discover a problem, contact the Distributor or Dealer from whom you purchased the Product or Belshaw Adamatic Bakery Group. Your Distributor or Dealer will notify Belshaw Adamatic Bakery Group for you. Only Belshaw Adamatic Customer Service can approve or authorize warranty claims.

You must state the following:

1. Your name, company name, and telephone number
2. The location, phone number, and contact name where the Product is located
3. The invoice number and date of purchase of the Product
4. The Model and Serial Number of the Product, as written on the data tag attached to the Product
5. A description of the problem and how it occurred

### **Shipping Damage and Missing Items**

**Damage to the Packaging or Crate.** On delivery, promptly check all packages thoroughly for any sign of damage. In cases of visible damage, note the damage on the Delivery Receipt. Failure to note damage is taken by the Freight Carrier to mean that the package is in good condition at time of receipt, and can result in denial of a Freight Claim. Take photographs that clearly show the damage.

**Damage to Products.** If you find any damaged Product inside the shipment, photograph the damage both inside and outside of the package. Do not throw the packaging away. Photos of the package and contents are needed to show the condition of the Product at the time it was received.

**Missing Items.** As soon as you believe any items to be missing from a shipment, promptly report this to the Distributor or Dealer from whom the Product was purchased or to Belshaw Adamatic Bakery Group. If possible, photograph the entire contents of the delivery and email this to your Distributor or Dealer, or to Belshaw Adamatic Customer Service at [service@belshaw.com](mailto:service@belshaw.com).

### **Returning Products to Belshaw Adamatic Bakery Group**

Under the terms of the Limited Warranty, you may be asked to return to Belshaw Adamatic Bakery Group any Product that is the subject of a warranty claim. These Products must be clearly labeled with a Return Goods Authorization Number ("RGA Number") given to you by your Distributor or Dealer, or by Belshaw Adamatic Customer Service. Products received without an RGA Number will not be processed. All Products must be shipped freight prepaid by the Purchaser to Belshaw Adamatic Bakery Group at the address below.

### **Contacting Belshaw Adamatic Bakery Group**

Contact Belshaw Adamatic Bakery Group customer service for assistance

Belshaw Adamatic Bakery Group Customer Service

814 44th St. NW, Suite 103,

Auburn WA 98001, USA

Phone: 800-578-2547 (USA/ Canada) or (+1)206-322-5474 (Worldwide)

Email: [service@belshaw.com](mailto:service@belshaw.com)

Office Hours: Monday – Friday, 6am to 4pm, USA Pacific Time