



Welding Technology Corporation Return and Repair Policy

All products shipped to Welding Technology Corporation (WTC) or any of its authorized service centers for warranty or non-warranty return or repair must have a **Return Material Authorization (RMA)** number. Products returned without an RMA number cannot be processed. The repair process will begin for all non-warranty returns only after payment terms are approved.

How to obtain an RMA number:

1. Visit our website at <http://www.weldtechcorp.com> to access the RMA form
2. Email us at: customerservice@weldtechcorp.com and the form will be provided to you
3. Call our Customer Service Department at: 248-477-3900 ext. 3333 or contact the authorized service center in your region if you have any question.
4. An RMA form will need to be completed in its entirety

Information required for an RMA Number to be Issued:

1. Model or Part Number
2. Serial Number
3. Fault reported or problem experienced
4. Contact phone number and email address
5. Billing address
6. Return shipping address
7. Special handling instructions

Return Products:

Upon receipt of the RMA number, the product must be shipped to Welding Technology Corporation in Farmington Hills, Michigan, USA or, as directed, to an authorized regional service center listed below:

North America & all others:

Welding Technology Corporation
24774 Crestview Ct.
Farmington Hills, MI 48335
USA
Tel # 248-477-3900

Canada:

Mapletron Technical Services
446 Service Road
Stouffville, ON
L4A 2S9
CANADA
Tel #: 905-640-2244



Welding Technology Corporation Return and Repair Policy

Asia-Pacific:

Shanghai / Medar Welding Equipment Company Ltd.
4042 Chuan Sha Road
Pudong, Shanghai
CHINA 201200
Tel # 011-52-55-668-2581

Mexico:

British Federal Mexico
AV. Toluca No. 373-M
Col. Olivar de los Padres
CP.01780 Mexico DF
MEXICO
Tel #: 011-86-215-838-4336

Brazil:

TARKUZ Automação
Rua Joaquim Galvão, 624
05627-010- Vila Sônia
São Paulo, Brasil
Tel #: +55 11 3854 1340

Standard Repair Service (Non-Warranty):

For a standard repair fee*, WTC will fully troubleshoot, diagnose and repair the product. A repair report will also be provided upon request. Standard, non-expedited, repairs are typically completed and shipped within 30 business days upon receipt of the product and purchase order/pre-payment. Should the product be deemed not repairable, WTC will notify the customer and offer a suitable replacement or discuss the customer's preference on the disposition of the product. If the product cannot be repaired, the repair fee is waived and the product is either returned to the customer or scrapped at WTC. A 90 day warranty applies to each repair and is effective the date of shipment from WTC. WTC does not accept repair orders on an evaluation basis.

* A separate repair fee applies for each part number.

Expedite Repair Service (Non-Warranty):

WTC offers an expedited repair service for a nominal fee in addition to the standard repair fee**. Upon receipt of the product and a purchase order/pre-payment, the repair will be placed on the top of the repair priority list and immediately assigned to a technician. Although, we will do our best to complete the repair as quickly as possible (typically 1 day or less), depending upon the



Welding Technology Corporation Return and Repair Policy

product complexity, severity of the failure and the availability of parts, expedited turn around can be anywhere between 1-3 days (or more in some rare cases).

** A separate expedite fee applies for each part number.

Warranty Products:

Products under warranty are to be returned shipping prepaid to WTC or any of its authorized regional service center. The product is repaired on a first come first served basis. Completed repairs are returned at WTC's expense. Expedited return shipments are available for a fee upon customer request.

Non-Warranty Products:

Non-warranty products are to be returned shipping prepaid to WTC or any of its authorized regional service center. The product is repaired on a first come first served basis. Completed repairs will be shipped back at customer expense. Expedited return shipments are available for a fee upon customer request.