

CUSTOM DELI'S EQUIPMENT CO, INC.
WARRANTY EQUIPMENT POLICY
WARRANTY PARTS, RETURN POLICY ON PARTS &
MISSING PARTS ORDER

Standard Equipment Warranty Policy- All Equipment Models

1. 12-month parts, labor warranty for the following item.
 - Controller
 - Element
 - Relays
 - Power Switch
 - Rocker Switch
 - Probes
 - Drivers
2. Non-Warranty (Does not include)
 - Damage cause by abuse or negligence
 - All Glass on the unit
 - Light Bulb & Led lights
 - Water damage to any electrical controls
 - Quartz Tubes, Sockets
 - Pans & Grates
 - Doors, Gasket, Product Stoppers
 - Use on non-factory supplied parts
 - Unit not install unit correctly
3. Customer needs to call Custom Deli's for service if the unit is under warranty, if customer calls a service company instead of Custom Deli's, we will not pay for the invoice.

Warranty Parts:

1. **All parts are covered under warranty for 90 days only, excluding glass and bulbs.** If a part fails within the 90 days, please call the parts dept. to receive an RMA number to return it.
2. **Without an RMA # credit will not be issued.** Once RMA is issue, you have 10 working days to return the part after the 10 days, we will not accept the return.
3. We at Custom Deli's **will not pay for shipping charge** on any part that is returned.
4. **We need to know when the part was ordered and Purchase Order #**
5. Once we receive the defective part back, we will send it to our warranty department to inspect the part to see if it's covered under warranty.
6. Once we have determined if the part is covered under warranty, the customer will have the following choices:
 - A. To receive credit on their account for the amount of the part only.

Parts Return:

1. There will be a restocking fee of 25% on all returned parts. Special Order.
2. Custom Deli's **will not pay for shipping charges** on any part that are returned.

Parts Not Received with Original order/or Parts received damaged

1. Once the customer receives their parts order, they have **3 business days to notify Custom Deli's if some of parts order is missing or damaged during shipment**
 - If order has missing parts - we will replace the parts and ship as per the original order
 - **Damage parts that contain glass, will be replace and ship ground svc only.**
 - Damage parts that are non-glass, will be replace and ship as per the original order, We do not pay for any labor or travel charges for parts that were shipped incorrectly
2. **After 3 business days, we will not honor any replacement.**