



*Kingfisher Company, inc.*

## POLICIES

### **WARRANTY:**

Kingfisher Company, inc. warrants all equipment supplied by it to be free from defects for two (2) years from the date of shipment. Kingfisher Company, inc. will repair or replace, at its option, any equipment that it determines to be defective. Said equipment will be returned to the purchaser. Kingfisher Company, inc. shall not be obligated to repair or replace equipment that has been repaired by others, abused, improperly installed, altered, not properly maintained or otherwise misused or damaged in any way, including damage caused by any Acts of God. Kingfisher Company, inc. will not be responsible for any on-site dismantling, reassembling or reinstallation charges or costs.

### **TROUBLESHOOTING/SERVICE:**

All field troubleshooting/service performed by Kingfisher Company, inc. personnel will be billed per hour portal to portal, plus all costs for parts. All defective equipment that is under warranty will be replaced or repaired, at the option of Kingfisher Company, inc. provided the equipment was not damaged during installation, damaged because of poor or improper installation, or damaged by any Acts of God. No troubleshooting will be performed, either over the telephone or in the field, if the customer's account is not current.

### **RETURNS FOR CREDIT:**

Authorizations for merchandise to be returned for credit must be previously authorized and cannot exceed 60 days from the date of original Kingfisher Company, inc. invoice. Merchandise authorized for return must be sent PREPAID and insured within 30 days of the date of the authorization. When merchandise is returned for credit and is returned for other than a Kingfisher Company, inc. shipping error, a 25% charge will be made to cover handling, inspection and testing. For credit to be issued, the item(s) must be in the original factory packaging. Non-Stock, Custom and special ordered items will not be accepted for credit. Items damaged in transit will be deducted from the credit. Acceptance of goods returned for credit shall be at the sole discretion of Kingfisher Company, inc. Receiving an RMA number from Kingfisher Company, inc. is not a guarantee of issuance of credit.

### **RETURNS FOR REPAIR OR REPLACEMENT:**

Kingfisher Company, inc. requires prior approval before return of equipment for repair. The information required for equipment to be returned for repair is the product model number and the problem that exists with the unit. Confirmation will be faxed/emailed to you and then the return may be made. If the item(s) is under warranty (two years from the date of shipment) it will be repaired or replaced at our option. All items shipped to Kingfisher Company, inc. must be shipped PREPAID. If the item(s) is out of warranty, but repairable, it will be repaired at a cost not to exceed 50% of the cost of a new unit.

### **MATERIALS DAMAGED UPON RECEIPT:**

Any material physically damaged upon receipt must remain at the original place of delivery and in the original packaging. If the packaging is visibly damaged, the delivery driver should be instructed to make note of it prior to signing for the delivery. Kingfisher Company, inc. Shipping Manager must then be contacted to arrange a replacement and an on-site evaluation of the damaged equipment. Kingfisher Company, inc. cannot warranty any damaged equipment that has been removed from its original delivery location or does not contain the original packaging.

Kingfisher Company, inc., products must be used within their published specifications and must be PROPERLY specified, applied, installed, operated, maintained and operationally tested in accordance with their installation instructions at the time of installation and at least twice a year or more often and in accordance with local, state and federal codes, regulations and laws. Specification, application, installation, operation, maintenance and testing must be performed by qualified personnel for proper operation in accordance with all of the latest National Fire Protection Association (NFPA), Underwriters' Laboratories (UL), National Electrical Code (NEC), Occupational Safety and Health Administration (OSHA), local, state, county, province, district, federal and other applicable building and fire standards, guidelines, regulations, laws and codes including, but not limited to, all appendices and amendments and the requirements of the local authority having jurisdiction (AHJ).

NOTE: Due to continuous development of our products, specifications and offerings are subject to change without notice in accordance with Kingfisher Company, inc., standard terms and conditions

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