



PROVIDING SOLUTIONS THROUGH SERVICE

Repair/Service Warranty

Warranties cover parts and labor for any components repaired or replaced on original unit sent in for service for 6 months from date of shipment unless otherwise noted on quote, estimate or purchase order. Warranties will be void if evidence of abuse, misuse, neglect or tampering. This warranty does not apply if the unit has been altered or repaired by persons not authorized by Sage Services Group.

Exchange Policy

If an item(s) is sold on an "Exchange" basis, the customer must return a like, repairable item. Such exchange return must be received within fifteen (15) days from the original date of shipment. Failure to return a like, repairable item will result in additional bill. Customer must receive prior approval from Sage if attempting to return the exchange item after fifteen (15) days from the original date of shipment. If approved, a 25% restock fee of the original invoice price will be charged.

Parts Return Policy

If you are returning an item for restocking, you must obtain prior approval within five (5) days from the original date of shipment before returning item. Any item returned for credit cannot be used and shall be subject to a 25% restock charge. Items that have been returned without prior approval or returned after fifteen (15) days from the date of shipment will not be accepted for credit. The customer will be responsible for the full invoice price.

Replacement Parts Warranty

Sage Services Group, LLC ("Sage") warrants the goods purchased to be free from defects in materials or workmanship under normal use during the warranty period specified by quotation for purchase or purchase order. The warranty period shall commence from the date of shipment of the goods. This warranty extends only to the original purchaser and cannot be transferred to anyone who subsequently purchases, leases or otherwise obtains the goods from the original purchaser. Any goods replaced or repaired during the warranty period will be covered for the remainder of the original warranty period. Warranty will be null and void immediately if purchaser tampers with warranty stickers, alters, modifies, drops, abuses, or by any other means damages original goods.

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In the event the goods exhibit a defect in material or workmanship within the warranty period, Sage will provide the warranty services according to the following terms and conditions:

1. If goods exhibit a defect in material or workmanship within the first 30 days of the warranty period, Sage will replace the goods with a like item. In the event a replacement is not available, the purchaser will be required to send the defective goods to Sage for repair as remedy.
2. If goods exhibit a defect in material or workmanship after the initial 30 days of the warranty period, Sage will repair the goods as remedy.

This warranty does not extend to any goods that have been damaged or rendered defective (a) as a result of use other than for its normal intended use, failure to use the goods in accordance with the OEM user manual or other misuse, abuse or negligence; (b) by the use of parts not sold by Sage; (c) by modification of the goods; (d) as a result of service by anyone other than Sage; (e) improper transportation of packing when returning the goods to Sage; (f) unusual physical or electrical stress or interference, failure or fluctuation of electrical power, lightning, static electricity, fire or acts of God.