



PSI REPAIR SERVICES, INC.

11900 Mayfield, Livonia Michigan 48150 | p: 734-853-5000 | psi-repair.com

PSI Repair Services, Inc. Terms & Conditions

At PSI REPAIR SERVICES, INC. our repair capabilities are expanding every day. When you have been in the repair business for over 50 years, you are doing something right. If you have a product in need of repair, then give us a call. Our Research and Development Engineers are adding new products to our already vast list of repairable items. If we do not have that capability currently, chances are, we are working on something similar and can provide a solution for you. Simply send in your product with any available documentation and schematics. We will inspect the product for serviceability and quote you before any repair work begins.

Occasionally a new item will require extensive research and documentation to determine the feasibility of repair. In this situation, your sales representative will contact you to discuss the options available to you in completing your evaluation. Normal evaluation time is three to five days but may require more time if there is a need to order manuals or associated documents.

CONVENIENT DELIVERY OPTIONS

Some repair needs are more urgent than others. Therefore, we offer different options to ensure you receive quality repairs in a timely manner.

CRITICAL -- MACHINE DOWN

Our Critical Machine Down service is for those situations where costly downtime must be avoided. When you choose this service, our team will drop everything they are doing for our other customers to ensure that your item will be shipped back to you the next working day (the item in need of repair must be received at PSI's Livonia, Michigan facility by 2 PM). A 25% premium with a \$250 minimum is assessed for this Critical – Machine Down service. Also, please note that, due to the nature of some repairs and the occasional need to order

hard to get or obsolete parts, not all items can be completed by the next working day. Contact your sales representative for further details.

Standard Repair

Standard repair turnaround is designed to meet the needs of the majority of our service users. We strive to provide our customers with turnaround of their repair orders as soon as possible. Occasionally, however, repair turnaround may take longer because of hard to get or obsolete parts. PSI will make every effort to get the repair turnaround as quickly as possible and keep you advised throughout the process.

SHIPPING SERVICES

A number of shipping options including same day air, next day air, second day air, and standard ground delivery services are provided for your convenience. We work with numerous shipping providers including United Parcel Service (UPS), Federal Express, Argents Air Express Group, a variety of trucking firms, as well as local express shipping services. For standard ground shipments, we add a packaging fee of \$16.00 per item. For special shipping requirements, such as crates, boxes or special containers, a \$75.00 charge is added to your shipment.

ITEMS NOT REPAIRED

We will make every effort to provide you with a high quality, competitively priced repair whenever we can. However, there are times when once the repair is in process, it will become obvious that the item has extensive damage, which may cause it to be unrepairable. At this point, the item will be deemed Beyond Economic Repair (BER). We reserve the right to make the determination whether the item is BER. If this should occur, we will make every effort to quote you on a comparable exchange or a new unit. If none of these options fulfill your requirements, we will scrap the unit at our facility for no charge or, if you request, we will ship your unit back to you via freight collect.

If you decide not to approve a unit within 60 days of our quote, you will scrap it at PSI for no charge or, if you request, we will ship it back to you freight collect with a \$25 processing fee.

ITEMS DAMAGED IN SHIPMENT

We take great care in packaging your parts for shipment back to you. We use anti-static packaging, where appropriate, and expandable foam to secure your part. Occasionally, however, repair items do get damaged in shipment. You should inspect each repair item upon receipt for any abnormalities. If you observe shipping damage, retain all packaging materials, take pictures of the damage, and notify your service representative and the shipping carrier immediately. Shipment is made FOB our dock.

WARRANTY TERMS

We offer a six (6) month warranty on spindles, RF Matches, and hand held devices, except handheld scanners, which are 30 days, from the date the item is shipped back to you. With all other electronic, hydraulic, servo valve, ballscrew and bearing repairs, we offer a one-year warranty on the entire unit, not just what was repaired, from the date the item is shipped back to you.

Please be aware that we cannot offer warranties on items that have been subjected to abuse, misuse, accident, alteration, neglect, or unauthorized in-field repair or tampering. If we receive an item returned for warranty where the warranty is denied because of abuse, misuse, accident, alteration, neglect, or unauthorized in-field repair or tampering, and a repair is not authorized, we will quote you a repair price. If you decide not to approve a unit within 60 days of the quote, we will scrap the item at PSI for no charge or, if you request, we will ship it back to you freight collect with a \$25 processing fee.