

CENTROID WARRANTY & SUPPORT REGISTRATION

159 Gates Rd., Howard, PA 16841 (814) 353-9258 (814) 353-9265 (FAX) www.centroidcnc.com

TO RECEIVE WARRANTY SERVICES AND TECHNICAL SUPPORT FROM CENTROID, YOU MUST COMPLETE THIS FORM. Please mail or fax to the above address. For your convenience, you can also register online at www.centroidcnc.com.

For special savings, purchase Onsite Service and maintenance (Only Available in Continental USA) for \$3800 (a \$5000 value) when you purchase a new Centroid system.

Applies to complete control systems composed of Centroid supplied motors, drives, plc, control, and electrical panel.

Includes:

- **Onsite Repairs*** - Convenient onsite service by an Authorized Centroid Technician.
- **Onsite System Check with Training*** - Ensure that your Centroid CNC Control is installed properly for peak performance. Get the start up training your company needs to begin using your control.
- **Free Centroid CNC Software Upgrades*** - Optimize the performance of your Centroid control with the latest software applicable. Upgrades are available for installation during the onsite system check.

Model Number _____
(M400, M400S, T400, T400S, etc.)

Serial Number _____
(Located on the back of the console)

Company Name

Title

Contact Name

Mailing Address

City

State

Zip Code

Phone

Fax

Email Address

Website (optional)

Please check one of the boxes below:

ONSITE SERVICE & MAINTENANCE AGREEMENT: (Only Available In Continental USA)

SPECIAL SAVINGS! NEW SYSTEM & CONTINUOUS COVERAGE: I am within my first 10 days of ownership or I am on an existing service agreement. I have elected to **ACCEPT the ONSITE SERVICE & MAINTENANCE AGREEMENT.** I agree to the Warranty & Support Terms and Conditions. I have enclosed a check for \$3800 made payable to CENTROID for the first year and \$3800 for each additional year of service requested. This savings is only available for **NEW & CONTINUOUS COVERAGE.**

STANDARD PRICE: I have passed my first 10 days of ownership or my coverage has lapsed, and I have elected to **ACCEPT the ONSITE SERVICE & MAINTENANCE AGREEMENT.** I agree to the Warranty & Support Terms and Conditions. I have enclosed a check for \$5000 made payable to CENTROID for the first year and \$3800 for each additional year of service requested.

STANDARD 1 YEAR WARRANTY:

I have elected to **ACCEPT the STANDARD LIMITED WARRANTY and to DECLINE the ONSITE SERVICE & MAINTENANCE WARRANTY.** I agree to the Warranty & Support Terms and Conditions. I understand that this warranty does **NOT** include onsite service and repair.

Signature

Date

* Please review and sign under the Terms and Conditions on the back of this form.

CENTROID WARRANTY & SUPPORT **Terms and Conditions**

Section A: Standard Limited Warranty

(1) By accepting delivery or operating this product, you the buyer accept all of the terms of this warranty. If you do not wish to accept the terms of this agreement, immediately call your dealer to make arrangements for the return of the product. Restocking and shipping fees apply.

(2) This Centroid product is covered under a limited warranty for the period of one year from the date of delivery. During the limited warranty period, Centroid will exchange or repair defective Centroid-provided parts free of charge. The Buyer understands that the repair may include replacement of the product, parts, or components with functionally equivalent reconditioned products, parts, or components. Exchanges and repairs are handled on a major component swap out basis. Components must be removed and reinstalled by a qualified technician.

(3) Contact a Centroid Service Representative for expedited service. A list of available service representatives is available at www.centroidcnc.com/support_map.htm

Centroid support is available from 9:00am to 5:00pm EST. Centroid assists in the troubleshooting of Centroid manufactured products and parts only. Replacement and the decision to repair Centroid manufactured parts and products is at the discretion of Centroid. The serial number and error codes must be provided to Centroid for replacement and repair of parts.

(4) A Centroid issued RMA number is required in order for Centroid to accept return shipments of defective parts. The Buyer is responsible for the shipping charges to send defective parts to Centroid. Shipping charges of warranty repaired products sent from Centroid to the buyer within the continental US will be paid by Centroid. Parts will be sent via UPS Ground. All expedited shipping charges will be at the Buyer's expense. In the event that Centroid determines that the parts returned were not defective, the Buyer shall pay all subsequent costs incurred by Centroid due to part replacement. If the defective parts are not received within 30 days of parts replacement, the Buyer shall pay full price for the replacement part.

(5) Centroid's warranty applies only to Centroid products, manufactured by Centroid, and sold by Centroid and its authorized dealers. Centroid is in no way responsible for equipment or machinery manufactured by or sold by others.

(6) This warranty does not cover any unauthorized modifications of hardware or software made by the Buyer or others. In the event that modifications are made, all Centroid warranties and support will be terminated.

(7) This warranty does not cover damage caused by abuse, improper maintenance, improper installation, operator error, neglect, accident, or acts of God.

(8) Centroid software is licensed for use only in conjunction with Centroid products. Centroid Corporation makes no warranties, either expressed or implied, with respect to software supplied with Centroid products, its quality, performance, merchantability, or fitness for any particular purpose. The Buyer assumes the entire cost of all servicing, updates, corrections, and any incidental or consequential damages.

(9) Centroid's liability for damages to you or others arising from use or misuse of Centroid's products, or for any other claim related to this product shall be limited to amount of the original purchase price. In no event will Centroid be liable to you for any damages caused by your failure to perform work or other responsibilities. Centroid is not responsible for any lost profit, lost savings, lost earnings, or other incidental or consequential damages, even if Centroid has been advised of the possibility of such damages. Centroid is not liable for any claim by you based on any third party claim. Some states do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you.

(10) All expressed and implied warranties for this product, including the implied warranties of merchantability and fitness for a particular purpose, are limited in duration to the warranty period of 1 year.

Section B: Onsite Service & Maintenance Agreement (Only Available In Continental USA)

All terms and conditions of Section A: Standard Warranty apply to the Onsite Service & Maintenance Contract. In addition, the following terms and conditions apply.

(1) During the term of the Onsite and Service Maintenance Agreement, an Authorized Centroid Technician will repair onsite Centroid products covered under warranty. Onsite service will only take place after all other remedies have been exhausted. The customer must fully cooperate in the diagnosis of the problem with Centroid through telephone trouble-shooting before an onsite visit will be scheduled. Only Centroid can dispatch an onsite technician.

(2) Onsite service will only be dispatched for defects in Centroid manufactured products. If a technician is dispatched and the technician discovers that the problem was caused by something other than a Centroid manufactured product defect, the Customer will pay for parts, labor, and expenses.

(3) Onsite Centroid CNC System Check and Training is to be scheduled at a date and time determined by Centroid during the term of the Onsite Service and Maintenance Agreement. The Centroid CNC System Check and Training is to be conducted in one day. Additional time is available at Customers expense.

(4) Centroid CNC Software upgrades to the latest applicable revision will be provided and installed free of charge during the Onsite Service and Maintenance Agreement. Centroid CNC Software upgrades will be installed at the time of the scheduled Onsite Service Check unless otherwise authorized by Centroid.

I hereby accept the above terms:

Signature

Date