



## **HAAS FACTORY OUTLET PARTS WARRANTY AND RETURN POLICY**

All Haas Parts orders shipped from Haas Automation in Oxnard are final and not subject for return. If broken or not to print contact your HFO.

All Haas Tooling orders are final and not subject for return. If broken or not to print contact your HFO.

Parts that start with "93-" may contain some quantity of remanufactured parts.

All part return requests for parts shipped from HFO stock will need to be reviewed and approved by the HFO prior to being returned, if approved a 20% restocking fee will apply to each item being returned.

We offer a 90 day parts and labor warranty on all repairs performed by our factory certified technicians. Our 90 day warranty will not cover due to conditions beyond our control, such as but not limited to accident, or misuse. We are unable to warranty or return parts that are not installed by an HFO factory certified technician.

RMA labels must be attached to the outside of all return packages with the barcode clearly visible. RMA returns received at Haas Automation without the RMA label will be processed a 10% fee for each line item being returned.

Core Parts: Customer is responsible to return the "Core" part to Haas Automation. The RMA label must be on the outside of the return with the barcode clearly visible and freight must be prepaid.

Core part return instructions (including barcoded RMA label) are e-mailed/faxed within 1 to 3 business days after the parts sale. The return of these items must be within 30 days of shipment of "new" part.

If you have any questions regarding this policy, please contact us at (888) 664-4227.

Sincerely,  
Mike Finney  
Parts Manager