



TERMS, CONDITIONS, RETURN POLICY & WARRANTY INFORMATION

TO ORDER

Orders can be placed by emailing us at info@diacro.com or by phone 651.342.1756. Faxed orders are not preferred unless a follow-up phone call is made to verify receipt. Machine owners who do not have a manual can obtain one free of charge on our website.

TERMS & PRICING

All major credit cards are accepted, payment in advance via check or ACH/EFT, or Net 30 terms with approved credit. All international orders will require payment in advance via wire transfer. Please call for current pricing. All prices are subject to change without notice.

WARRANTY

Defective parts of a product manufactured by DI-ACRO will be replaced or repaired at no charge for twelve (12) months following delivery to the original purchaser. Labor is included for the first 90 days. This warranty becomes void when products have not been used according to specifications noted by DI-ACRO, parts have been altered, or unauthorized repairs have been made. We cannot be responsible for the cost of repairs made or attempted outside of our facility. Costs associated with return shipping for examination - including insuring the product for transit - is the customer's responsibility. If damage occurs during transit, it will be the customer's responsibility to submit the required claim documentation, etc. If the examination concludes the product is defective - cost of return shipment will be refunded to customer.

This warranty does not apply to parts, components, or systems not manufactured by DI-ACRO. These products are covered instead by the existing warranties, if any, of their manufacturers. Normal service items with a reasonable life expectancy of less than one year are warranted only to the extent of the reasonable life under normal use and service.

Authorization must be obtained from DI-ACRO before returning parts or equipment to the factory. DI-ACRO will satisfy this warranty by replacing the product or refunding the purchase price upon receipt and inspection of the product. DI-ACRO's liability under this warranty shall not exceed the amount paid for the product.

THIS IS DI-ACRO'S SOLE WARRANTY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, WHICH ARE HEREBY EXCLUDED, INCLUDING IN PARTICULAR ALL WARRANTIES OF MERCHANTABILITY, FITNESS OR ANY LOSS, DAMAGE OR EXPENSES DIRECTLY OR INDIRECTLY RELATED TO THE USE OF ITS PRODUCTS OR FROM ANY OTHER CAUSE OR FOR CONSEQUENTIAL DAMAGES INCLUDING, WITHOUT LIMITATION, LOSS OF TIME AND LOSS OF PRODUCTION. IT IS EXPRESSLY UNDERSTOOD THAT DI-ACRO IS NOT RESPONSIBLE FOR DAMAGE OR INJURY CAUSED TO OTHER PRODUCTS, MACHINERY, PROPERTY OR PERSONS BY REASON OF THE USE OF ITS PRODUCTS.

RETURN POLICY

Machines, parts, and tooling must be returned unused and in resalable condition. All returns are subject to a 20% restocking charge in addition to any costs necessary to repair or replace used/damaged components. Custom made machines, parts, and tooling are non-returnable.

To return, Di-Acro must be notified within 30 days of receipt, and the product must be returned within 40 days of receipt. All requests must be authorized by Di-Acro before returning. Di-Acro's liability is limited to the purchase price of the goods.