



Ideal Vacuum Products , LLC

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***Ideal Vacuum Products Policies for
Product Returns, Warranty Repairs, & Rebuild Services***

I. Product Returns (for credit or reimbursement):

All return requests must be made within 30 days of purchase. Returns for exchange or refund after 30 days will be denied. If you have installed and put the product into service we will not accept a return. Returns for credit or reimbursement are only accepted when the product is in the original, new, and unused condition. This applies to the product and the product packaging. That is, for a return, to be accepted the product must be in the original package in which the item was received. A 30% restocking fee is applied to all returns for cash reimbursement. A 20% restocking fee will be applied for returns to be used as store credit to purchase other items. Outbound and inbound freight are the responsibility of the buyer. That is, the refund amount is the item purchase price less the restocking fee (shipping and handling fees are not refundable). Refunds can take up to 30 days to process. To return a product please fill out our on line return form. Please package the product well. Our policy is to not accept damaged freight (Returned items that are damaged in shipping will not be accepted). It is best to use a quality shipping container and shipping method, like the one used to deliver the product to you. We highly recommend shipping vacuum pumps by motor freight; boxed and banded to a small skid. No product return will be accepted without a completed return form and corresponding RMA number. Please follow the return instructions that are printed with the RMA number. To return your product please fill out our online Product Return RMA Form at https://www.idealvac.com/RMA_Product_Return_Form.asp and follow the printed instructions.

II. Warranty Repairs (Items which fail during the warranty period)

We only warranty items that where sold by Ideal Vacuum Products, LLC. All new products come with a 1-Year factory warranty. Some manufacturer's offer an advanced exchange program and it may be possible to get you an exchange (please contact us for these warranty issues). All remanufactured products carry a 90-day warranty and they have to be returned to Ideal Vacuum Products for repair. Our warranty covers 100% of parts and labor expenses for failure that we find, in our own discretion, to be due to defective parts and/or poor workmanship. Our warranty does not cover process related damage, user misuse, damage from product modifications or product used in methods



other than defined in the owner's manual. The warranty period starts when the product is received. Please note our warranty repair terms:

- 1. All sales are final.*
- 2. Please package products and vacuum pump well for return shipping.*
- 3. Return Freight damage is not covered in our warranty.*
- 4. Pumps should be shipped motor freight boxed on a skid (Original Shipping Box is Best)*
- 5. Buyer must pay freight inbound on buyers freight account.*
- 6. If we find that the failure is a warranty issue we will refund Economy GND Shipping Value only.*
- 7. If failure is found to Not Be Warranty Related the service will be a billable repair.*
- 8. Returned items take priority and will be repaired ASAP.*
- 9. If we find that the failure is a warranty issue we will pay the Economy GND Outbound Shipping Value only.*

We require that you first seek assistant through our customer support system before returning the product. We want to rule out simple fix solutions that would save time and money. If unsuccessful, these efforts still give us a well documented good understanding of the failure methods. To return your product for a warranty repair please fill out our online Warranty Return RMA form at https://www.idealvac.com/RMA_Warranty_Repair_Form.asp and follow the printed instructions.

III. Rebuild Service (Rebuild & Repair Of Customer Products)

We offer professional vacuum pump rebuilding services to repair your equipment. If your vacuum pump or controller is in need of service or repair we will be happy to help repair it for you. We have the technology, replacement parts, repair kits, tooling, and trained technicians needed to offer the best rebuilt vacuum pumps on the market today. We operate a full service vacuum pump repair center in Albuquerque, New Mexico. Our facility maintains a machine shop dedicated to remanufacturing vacuum pump parts and internal components. If your vacuum pump is in need of service or repair we will be happy to help.

Our rebuild service carries a 90-day warranty on parts and labor. When required we are happy to provide a estimate/quotation for our services. These quotations are used to describe what the normal cost for a typical repair would be. In general, service pricing is dependant upon the condition of the broken item. Our policy is, that if the repair is with in 10% higher than our estimated/quotation pricing we will finish the job and contact you with an invoice when the item is in the shipping department. If we find that the required repairs are much higher than the estimated/quotation price we will stop and revise the quotation price. We will stop service and wait for your approval of the revised quote. We charge a \$325 evaluation fee. This fee is only applied when we evaluate, trouble shoot,



and prepare a written quotation and the customer decides to have the product returned without service. That is, no evaluation fee will be applied to items, which are rebuilt or repaired in our service department. The typical lead-time for our service is generally 2 to 4 weeks. The lead-time greatly depends on our service department work load. We

average 75 to 100 pump rebuild services per month (as of Jan 2011). We do have the ability to offer rush rebuild service. A rebuild service typically takes 4 days; one day to dismantle, clean, and rebuild, 2 to 3 days for running and diagnostics, and 1 day in shipping. Rush service fee are usually set at 25% of our rebuilt products purchase price. If you are interested in rush service please let us know. If your service is time oriented please follow up with us often. That will keep us informed that you need to product ASAP. If you do not, the product will follow our normal 2-4-service schedule. To return your product for a rebuild services please fill out our online Rebuild Service RMA form at https://www.idealvac.com/RMA_Rebuild_Service_Form.asp and follow the printed instructions.

IV. Damaged Products (Arrive damaged or missing)

If you receive products that arrive damaged, we must be notified immediately or within 7 business days. If the item was shipped on your own shipping account, you will be responsible for filing a damage claim with your own carrier. If reasonable accommodations can be made to provide a replacement we will do our best to provide a replacement or a refund. Item must be inspected/pictures must be sent to our returns manager. Any claims made after 7 days of receipt will be denied. If you are missing products that are shown on your packing slip but not arrived we will require a copy of the packing slip you received and products received. We will send replacements if they are available and in stock. Approvals for replacements/refunds are at the discretion of our returns manager.

Thank you very much for your business.

Sincerely,

Ideal Vacuum Products, LLC
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