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Returns for Warranty Consideration

Dear Valued Customer:

Please be advised of the following policy for claiming warranty on parts distributed by AAXICO for the manufacturers it represents:

- The items AAXICO sells are warranted by the original equipment manufacturer and are subject to their terms and conditions.
- Units returned to AAXICO for warranty consideration are to be returned at the shipper's expense. If the unit is damaged during shipping or lost in shipment, you – the shipper – must submit a claim against the carrier. This is in accordance to ICC regulations.
- If the unit is found to be in warranty by the manufacturer, collect freight charges will be reimbursed by AAXICO upon receipt of invoice from the customer and a copy of their freight collect bill from the carrier. Please do not send units to AAXICO with collect freight charges since we do not accept these charges.
- If the unit is in warranty per the manufacturer and the condition stated in their evaluation report is “No Fault Found (NFF)”, this is not covered under warranty, the customer is responsible for any evaluation charges submitted by the manufacturer along with the freight charges to have the unit returned.
- If upon evaluation the manufacturer determines that the unit is in “SCRAP” condition the following conditions may apply:
 - If the unit is under warranty, the manufacturer may provide a new replacement unit.
 - If the unit is not under warranty, the manufacturer:
 - May charge an evaluation fee for services rendered;
 - May provide the customer the option to “SCRAP” the unit in-house (at the manufacturer). When this occurs the manufacturer will supply a “SCRAP” certificate issued to the customer.
 - In either one of the cases above if the owner wants the “SCRAP” unit to be disposed of by the manufacturer, the manufacturer may apply a charge.
- When sending your parts in for warranty consideration:
Please call, fax, or e-mail the AAXICO Warranty and Repair Department
Contact: Josie Vidal Phone: 305-592-4633, EXT: 108; Fax: 305-592-6828.
Email: warrantyrepair@aaxico.com

Thank You,
AAXICO