
NuWaves' Warranty and Repair Policy

a) New Products: NuWaves warrants that new items shall be free from defects in workmanship or material at the time of delivery. Should any defect appear within twelve (12) months from the date of shipment from NuWaves, NuWaves shall, provided it is given immediate written notice of such nonconformity and provided that NuWaves' inspection confirms the existence of same, correct such nonconformity by, at its option, repair or replacement, ex-works NuWaves facility.

Repair, correction or replacement in the manner provided above shall constitute fulfillment of NuWaves' obligation under this warranty. This warranty shall not apply to design, or any equipment or parts that have been subjected to accident, misuse or unauthorized alterations, to normal wear or where NuWaves' installation and service requirements have not been met.

Return of equipment to NuWaves' facility for inspection and repair is the Buyer's responsibility. Repair of equipment under warranty may be refused if payment in full has not been received.

THIS WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR PURPOSE, OR OTHER WARRANTY OF QUALITY, WHETHER EXPRESS OR IMPLIED. IN NO EVENT SHALL NUWAVES BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

b) Repaired Products: Repairs, for which the customer has paid a fee, will be warranted for a period of 90 days from shipment date. Warranty for paid repairs are exclusively limited to repaired or replaced material and/or workmanship specific to the repairs performed, and does not extend the warranty of the repaired unit. With the exception of warranty period and specific coverage as defined in this paragraph, all other warranty terms shall apply as defined in section a.

To obtain service under this warranty:

Obtain a Return Material Authorization (RMA) Number by calling, faxing or emailing NuWaves at the following:

Voice Phone:	513.360.0800
Fax:	513.539.8782
Email:	support@nuwaves.com

You will be asked to provide the model number, serial number and purchase date of the product, as well as a description of the defect.

Return the equipment (appropriately packed and freight prepaid), along with documentation noting the RMA number and a brief description of the problem, to the following address:

NuWaves Engineering
Attn: RMA # xxxxxxxxx
132 Edison Drive
Middletown, OH 45044
U.S.A.