

Light Rail Warranty

Return Policy

In no event will Gualala Robotics Inc. be responsible for unauthorized return of products. Gualala Robotics Inc. reserves the right to accept returns subject to the terms specified in the limited warranty and this standard terms and conditions. Merchandise returned may be charged a restocking charge of 10%. Requests for credit returns will be accepted up to 30 days after purchase date. Goods returned for Buyer's reason are subject to inspection and must be in good working condition, as new, and in original cartons. Original products carton should not be used as a shipping container. All product cartons should be over packed into a shipping box suitable for protecting the goods and product cartons from damage. YOU MUST OBTAIN A RETURN AUTHORIZATION NUMBER BY CALLING THE FACTORY AT 303-371-1807 X 702 OR YOUR SALES REPRESENTATIVE.

Warranty

Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the product is fit for ordinary use), are limited to Two(2) years from date of purchase. We will not pay for loss of time, inconvenience, loss of use of your Light Rail or property damage caused by your Light Rail or its failure to work, or any other incidental or consequential damages. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY IS THE ONLY ONE WE GIVE ON THE LIGHT RAIL SYSTEM, AND IT GIVES YOU SPECIFIC RIGHTS. THERE ARE NO OTHER EXPRESS WARRANTIES. THERE ARE OTHER LEGAL RIGHTS WHICH YOU MAY HAVE WHICH VARY FROM STATE TO STATE. This warranty does not cover alterations, unauthorized repair, misuse, failure to follow instructions for installation, fire, flood, and acts of God. We do not warrant that your Light Rail system, or any part thereof, will be compatible with any other similar products.

Warranty Repair Service Procedures

YOU MUST OBTAIN A RETURN AUTHORIZATION NUMBER BY CALLING THE FACTORY AT 303-371-1807 X 702 OR YOUR SALES REPRESENTATIVE. You must send your dated sales receipt along with a detailed description of the failure which occurs, and the drive unit to GUALALA ROBOTICS INC., 14704 E 33RD PLACE, UNIT H, AURORA, CO 80011. Include your Name, address, and telephone number. You must pay for the shipping to the factory. After repair or replacement of your drive unit, Gualala Robotics Inc. will ship it back to you at no charge.

Damage or Loss

Damaged or Lost merchandise must be reported within 5 business days of receiving merchandise. Damaged or Lost merchandise not reported within 5 business days is proof of your acceptance, that the merchandise was received and in acceptable condition. Report lost or damages to 303-371-1807 x 701.

Links to Other Websites and Services

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