

WARRANTY POLICY

*Vendor's Return Policy Applies To The Vendor You Purchased From

Standard Policy

TOPDON warrants to the original end-user customer that its products are free from defects in material and workmanship for a specified period of time, depending on the product. TOPDON will, at its discretion, either repair or replace warranted products. Replaced products will either be new or refurbished. All refurbished products will be tested to ensure their hardware and software are functionally equivalent to new products. Do not disassemble TOPDON products. Disassembly of a TOPDON product may cause personal injury or damage to the tool. Disassembly of any kind will VOID the tool's limited warranty. Only TOPDON authorized personnel should service TOPDON tools. This limited warranty only covers the repair or replacement of TOPDON products, and it does not cover damages or losses of any kind resulting from the use or misuse of the product. The limited warranty covers only device failure. It does not cover any damage to the product (including but not limited to a cracked screen, broken case, chemical exposure, or liquid damage) as a result of an accident, abuse, misuse, natural disaster, insufficient or excessive electrical supply, abnormal mechanical or environmental conditions or unauthorized disassembly, repair or modification. This warranty does not apply to consumable parts, such as batteries or protective coatings that naturally diminish over time, unless failure has occurred due to a defect in TOPDON's materials or workmanship. This limited warranty shall not apply if the product was not used in accordance with accompanying instructions or intended use. This limited warranty does not apply to any product with an altered or removed original identification number or if TOPDON receives information from relevant public authorities that the product has been stolen.

Service Procedure

A defective product may be returned to TOPDON only after obtaining a Return Merchandise Authorization (RMA) number from TOPDON. If any customer has questions or believes it necessary to return the tool for repair, contact TOPDON Technical Support to obtain an RMA number and instructions to send the tool to a TOPDON RMA department for service. The end-user is responsible for the cost of insuring and shipping the product to TOPDON's RMA department. Tools must be properly packaged to prevent damage during transit. Please send only the parts of the tool that were requested by the TOPDON support team. It is not necessary to send the entire case back for service. TOPDON will cover the shipping cost of the repaired or replacement tool with the same delivery speed by which it was sent to TOPDON. The TOPDON RMA number must be prominently displayed on the outside of the package. Shipments received by TOPDON without the RMA number prominently displayed on the package exterior will be returned unopened. TOPDON does not guarantee the tracking of a unit that is shipped without a TOPDON issued RMA.

Refurbishment Program

TOPDON has implemented a refurbished and loaner tool program. When needing to send a tool in for repair, TOPDON may issue a loaner tool. This loaner tool will be a refurbished tool of an equal or better platform. Before TOPDON can ship the loaner tool, the customer must complete a credit card deposit for the device's retail value. Once the tool is repaired, the customer may have the option to keep their refurbished tool as a replacement and have the deposit refunded. Alternatively, customers may have their original tool shipped back with a return label for the refurbished/loaner unit. TOPDON reserves the right to decline a refurbishment at the company's discretion. The TOPDON support team will then process the refund of the credit card deposit. This deposit will only be released once the refurbished unit is returned or once an exchange agreement is made.

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