



Longray distributor warranty

August 9, 2022

The following warranty applies to all products offered at below retail pricing. In general, Longray expects distributors to perform most repairs themselves, while we offer technical help and parts. In this way we are able to offer our products at a deep discount from retail.

“We” “Us” refer to the manufacturer, American Longray LLC.

The warranty period is **1 year** from the date you ordered from us.

If we determine an issue is likely caused by a manufacturer defect, we'll provide free repair parts or, subject to certain conditions described below, a free replacement machine. **Units where the original Longray branding stickers or serial number stickers are removed are not eligible.**

How to get warranty service, step by step:

1. Tell us about the issue.

Email support@longrayusa.com with (a) the serial number (b) description of the problem (c) Did the unit run successfully before? (d) Anything else you think is pertinent.

2. We'll follow up and try to solve the issue remotely.
3. If we are unable to solve the issue remotely, we'll make a determination of the cause of the issue.

(a) Likely manufacturer defect:

You choose one:

1. We ship you repair parts for free, of equivalent condition or better.
2. We replace the machine (only for issues **reported within 30 days** of ordering from us).

For replacement, you generally must ship us the original machine at your cost. Once we receive the unit, we'll reimburse you for ground shipping expenses if our physical examination confirms a manufacturer defect.

(b) Likely customer-caused:

We may charge for repair parts and shipping in this case.