



Jaeger Spindles North America Corp. | 6611 Bay Circle, #165 | Norcross, GA 30071

Jaeger Spindles North America Corp.

6611 Bay Circle, #165

Norcross, GA 30071

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Updated June 21st, 2018

Re: Jaeger Spindles North America Corp. Repair Service Policies & Company Information

To whom it may concern,

Please find below our company information as requested:

Jaeger Spindles North America, Corp.

6611 Bay Circle #165

Norcross, GA 30071 United States

Tax ID: 36-4796417

Contacts

contact@jaegerspindles.com

Repair Process & Policies

Please send your Jäger spindle to the address provided. Once we receive your spindle at our facility, we will enter your spindle into our system, assign your spindle a repair number, and begin the evaluation process. We will email you to confirm receipt of your spindle and provide you with its assigned repair number, eg. RP/xxxxxx/18. Our evaluation process takes approximately 3-5 business days. After evaluation is complete, you will receive a repair estimate to review.

After you have received your estimate, we kindly ask you to choose between three courses of action within two weeks:

1. Approve the repair estimate in writing (via PO# or email), after which we will begin the repair process.
2. Request that we return your spindle to you without repair. If repair is not to be performed, the following evaluation fees apply:
 - \$ 210 - spindle diameter 27 – 41 mm
 - \$ 312- spindle diameter 42 – 69 mm
 - \$ 450 - spindle diameter 70 – 100 mm
 - \$ 600 - spindle diameter 120 – 150 mm
3. You can choose to allow Jaeger Spindles NA Corp. to scrap your un-repaired spindle, in which case we will waive the applicable evaluation fee.

The estimated repair cost does not include any transportation charges and is subject to variation by $\pm 10\%$. Repair Turnaround time is approximately **15-20 business days**.



Warranty Policies

In the event that a Jaeger spindle fails within its designated warranty period, and if no warranty exclusions apply, Jaeger Spindles NA Corp. will refurbish the spindle at no charge including labor.

Warranty eligibility will be determined by our technicians during the initial evaluation.

Warranty exclusions include, but are not limited to, user error, improper use, inadequate spindle maintenance, and 3rd party repairs. Please refer to your spindle's manual for more information.

At the time of new purchase, each new Jaeger spindle has a 1 year warranty or 2,000 hours (only for spindles with equip with an hours counter), whichever comes first.

Refurbished* Jaeger spindles have a 6 month warranty period or 1,000 hours (only for spindles with equip with an hours counter), whichever comes first.

*Only applies to OEM repair- spindles repaired at Jaeger Spindles NA Corp. or Alfred Jaeger GmbH.

Shipping Policies

For billable repairs- Customer is responsible for all transportation charges to and from the Jaeger Spindles NA Corp. repair facility.

Please provide us with a UPS or FedEx account number so we can arrange return shipment. If no FedEx or UPS account number is available, Jaeger Spindles NA Corp. can cover transportation costs for an additional fee. Transportation charges will be included on the final invoice.

For warranty repairs- Customer is responsible for shipping arrangements and applicable charges to the Jaeger Spindles NA Corp. repair facility. If warranty repairs are approved after spindle evaluation, Jaeger Spindles NA Corp. will cover return shipment.

New Client Payment Policy

Jaeger Spindles NA Corp. requires new customers to make payment in full for any products, repairs and/or services rendered before return shipment will be made. All new customers are subject to our policy for the first two business transactions, whether it be for spindle repair service or a new spindle/product purchase. We accept credit cards, wire transfers, and checks for your convenience.

After a new customer makes two successful, unproblematic payments Jaeger Spindles NA Corp. will review their account to determine the billing method for future new sales or repair services. At Jaeger Spindles NA Corp.'s sole discretion, the customer's account will likely change from pre-payment terms to invoice 30 terms so future orders can be shipped immediately upon completion.

Expedited Repair Service

In the event of an emergency, customers can request 3- day express service for an additional fee. The express charge is based on the type of spindle and is added in addition to the full repair costs.

As we need 3 full days to repair the defective spindle, the reception day and return shipping day are excluded. Additionally, an express service request can be rejected due to availability of parts and, in particular instances, the workload status of our repair facility.

General Terms of Sale and Repair

This document is intended for information purposes only. For a complete account of Jaeger Spindle NA Corp.'s general terms and conditions, please visit www.jaegerspindles.com.