



TERMS

Precision Drive System's Repair Procedure

- All shipping charges to and from, warranty and non-warranty claims are at customer expense. Send freight pre-paid to: Precision Drive Systems, 4367 Dallas Cherryville Hwy, Bessemer City, NC 28016
- Emergency repair service must be confirmed with us prior to shipping to PDS.
- Contact the PDS Repair Department for details: phone 704-922-1206
- Evaluation fee of \$350 is waived if the spindle or saw arbor is repaired or replaced. The customer has 30 days in which to make a decision to repair or replace. Units in excess of 30 days, with no response from the customer, become the property of PDS.
- Up to \$1000 evaluation charge for metalworking and stone and marble spindle repair quotes that are not approved. If repair quote is not approved, the spindle will be returned unassembled. This evaluation fee is normally waived upon customer approval for the repair. Please contact customer service for more details.
- In the event of a warranty spindle repair, please call the service department @ 704-922-1206 to receive a Return Material Authorization number (RMA#).
- Goods found clearly defective should be returned freight pre-paid with prior Return Material Authorization (RMA) number. Transport and forwarding charges will be at customer expense.
- Upon customer request, our factory trained in Europe technicians will disassemble and inspect spindle to determine the exact parts and provide a detailed quotation of repair within 24 hrs. from time of receipt.
- Upon customer approval of quotation, we will ship repaired spindle within 3-4 business days.
- Add an additional 4 days if repair requires a complete re-winding of the stator.
- Repairs are completed on site at Precision Drive Systems. Final assembly, balance and run-in are completed in our clean room.
- Spindles and saw arbors that are cost prohibitive to repair become PDS property if customer does not authorize return within 30 days.