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
• In the event of a warranty spindle, saw arbor or moulder spindle repair, please call the service department @ 704-922-1206 to receive a Return Material Authorization number (RMA#).
• Goods found clearly defective must be returned within 30 days freight pre-paid and with prior Return Material Authorization (RMA) number. Transport and forwarding charges will be at customer expense.
• Upon customer request, our European factory trained technicians will disassemble and inspect spindles, saw arbors or moulder spindles to determine the exact parts required and provide a detailed quotation.
• Upon customer approval of quotation, we will ship repaired spindle, saw arbor or moulder spindle typically within 3-4 business days.
• Rewinding, machining and grinding will extend delivery time.
• Repairs are completed on site at Precision Drive Systems. Final assembly, balance and run-in are completed in our clean room.
• The customer has 30 days in which to make a decision to repair or replace spindles. Units in excess of 30 days, with no response from the abandoning customer, may become the property of PDS.
• Due to a greater level of labor and complexity, certain stone, glass and marble spindle unit evaluation may carry a fee. This fee is waived when the unit is repaired or replaced.