



WESSEL-WERK

Warranty

Wessel-Werk covers its products with a warranty against manufacturer's defects.

- The determination of a 'manufacturing defect' will be determined by Wessel **only** or by an agent assigned by Wessel.
- Abuse of the product will not be covered under warranty. Wessel reserves the right to determine whether abuse has occurred. Abuse as described by Wessel is use of the product in anyway inconsistent with the Wessel's intended use of the product.
- Commercial use of 'residential products' is not covered under warranty. Residential products are those classified by UL (Underwriters Laboratories) and are designated by a label that reads, "for household use only".
- Common ware items (brushes, squeegees, wheels, motor brushes, light bulbs, etc.) are not covered under warranty.
- Products purchased more than 12 months prior to the date of claim will not be eligible for warranty evaluation.
- This repair or replace warranty is the buyer's sole means of recovery.

Warranty Procedure

1. Contact Wessel to initiate a warranty claim.
2. Describe the issue to the Warranty Claim Manager.
3. If the issue is deemed worthy, a RGA (Return Goods Authorization) will be issued and the product can be returned to Wessel, at the owner's costs. An RGA will be considered invalid if no return of product is received within 90 days of issuance.
4. Wessel will evaluate the claim and make a determination.
5. For valid warranty claims, the product will be repaired or replaced (at Wessel's discretion) and returned at Wessel's cost. Products returned to Wessel that are not deemed valid under warranty will only be returned at the owners cost.