

WARRANTY INFORMATION

SHOCK HAZARD

Beware of shock hazard! If an electric immersion heater is not properly installed it could pose a shock hazard to personnel.

WARRANTY

All equipment manufactured has been carefully inspected before shipping and subject to stringent quality control. Innovative Heat Concepts, LLC products are warranted against defects in materials and workmanship for a period of one year from date of shipment and is applied on a pro rate basis. At its option Innovative Heat Concepts, LLC will repair or replace defective equipment. Innovative Heat Concepts, LLC disclaims responsibility for failure arising from misuse, improper installation, negligence, tampering or other operating conditions beyond its control. Innovative Heat Concepts, LLC is not liable for labor cost arising from removal, reinstallation or unauthorized repair of the product or for damage of any type including incidental or consequential damage. The user is responsible for overall safety and operation of the equipment. The suitability of products to specific applications is the final responsibility of the user.

DAMAGES

Upon receipt of merchandise inspect immediately for damages. Notify carrier promptly if equipment is damaged and keep all packaging for inspection. Do not reship back to Innovative Heat Concepts, LLC. Claims against carrier for damage in transit must be filed by the buyer.

CANCELLATION POLICY

Innovative Heat Concepts, LLC reserves the right to determine customer's financial responsibility in case of order change or cancellation. A determination will be made by Innovative Heat Concepts, LLC based on point of production.

CREDIT

Credit will be issued only after receipt and examination of returned merchandise. Replacement merchandise will be sent out and invoiced as a new order. Any credits due will be issued against the old invoice.

RETURNS

No products shall be returned to Innovative Heat Concepts, LLC without first obtaining a return authorization from the factory or one of its representatives. All returns must be freight prepaid. Freight collect or shipments without proper authorization will be refused. All returns must be clearly marked on the outside of the carton with RMA number. Also include the invoice number covering the original purchase, model number of the equipment being returned as well as any instructions or explanations where applicable. All return items must be thoroughly cleaned and free of any chemicals. A material safety data sheet for the chemicals must accompany the heaters or they will be refused.