Warranty Policy

Two Year Replacement Warranty

Please refer to the warranty section of the product manual for warranty details. During warranty period, products are eligible for warranty repair and/or replacement. Any warranty repair needs to be confirmed with the Support Center. Customers must pay the shipping fees for returning the item accordingly, while we will cover the shipping fees to send the repaired item back to the customer. If the customer has damaged/misused the item(s), it will not be eligible for warranty repair, however customers can return it at their own cost and pay a fee for the repair. Products not eligible for warranty repair will have a repair estimate provided prior to any repair work being completed. Return shipping fees will be the customers responsibility in such cases.

Lifetime Technical Support

Macurco will provide customers with helpful and knowledgeable technical support for the lifetime of your products.

Warranty Exemptions and Notes

1. All returns will be inspected by our technical team. If the returned item cannot be repaired, Macurco will offer an alternative solution.
2. Natural product degradation through wear and tear, along with breakage/damage during use, is solely the customer's responsibility and is not covered by our warranties.
3. The product's warranty is immediately rendered void on any Macurco product which has been damaged due to misuse and abuse, improper maintenance or accident. No compensation is available in such cases. However, customers are welcome to contact us to purchase a replacement or spare parts (if applicable).
    a. “Misuse” includes but is not limited to operation beyond the use listed in the product manual.
    b. “Improper maintenance” includes but is not limited to failure to follow the recommendations contained in the Macurco product User Manuals.
4. The Customer is responsible for reading the user manual and correctly using and installing the Macurco product(s). If the Product is damaged by improper use or installation, the product is not eligible for warranty return or exchange. In this case, the Macurco product may be repaired at the customers expense. Contact Support Center (see Contact Information) to obtain a repair estimate.
5. The customer voids the Macurco product warranty if they:
    a. Modify, remove, customize, or swap parts of the product
    b. Use the device in a way that it is not originally intended for
    c. Continue to use the item once a fault occurs and causes more damage
6. All returns must first be authorized by Macurco Support Team prior to return. Please refer to the following steps in "Warranty and Exchange Instructions" below.
7. Macurco reserves the right to refuse any compensation for any of these reasons:
    a. Incomplete warranty requests
    b. If the Product is tested and is found in working condition
    c. If the customer has returned the package without prior authorization (RMA form)
    d. If the customer returns an incorrect item
    e. If the customer submits an empty package

Special Notes

1. The shipping fee for non-warranty returns will be paid by the customer and is non-refundable.
2. During the return shipping, the customer is responsible for any and all customs charges, duties or tariffs during the items return to our warehouse.
3. Macurco will by default resend the item to the customer via Flat Rate Shipping. If the customer wants to utilize a faster shipping method, the relevant shipping fee is applicable.
4. In case of any misuse, any and all repairs, accessories and shipping fees, both ways, are fully the customer's responsibility and are at their own expense.

Other Special Product Warranty Information

1. All Macurco Products are strictly quality-controlled prior to dispatch.
   Due to their nature and intended usage, all products with a limited shelf life are strictly limited to the 30-day return policy. It is the customer's responsibility to inspect the product carefully upon arrival.
2. Returns of spare parts and accessories are not accepted. If you have received a faulty accessory or an accessory is missing, please contact our Support Center within three (3) days of receiving your order. After three (3) days, or if an accessory has been misused, the customer will need to purchase a replacement.

Replacement Parts Warranty

Any part replaced under this limited warranty is not subject to further warranty beyond the normal warranty period of the product upon which the part was installed.

Any replacement parts sold (not delivered under a warranty claim) will be subject to the specific replacement part warranty period.

Distributor/ Customer

MACURCO MAKES NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION OF THIS LIMITED WARRANTY. MACURCO MAKES NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND DISCLAIMS ALL LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO INJURY TO PERSONS OR PROPERTY.

The customer shall obtain all warranty support and make all warranty claims to Macurco, after completing troubleshooting process, may direct the customer to return the product through a local authorized distributor.

Warranty and Exchange Instructions

Macurco has created a simplified Warranty and Exchange process with step-by-step guidelines for your convenience.

To return or exchange an item, please follow these simple steps:

Contact our Support Team 1 (800) 325-3050 to obtain a Return Merchandise Authorization (RMA) number. **No return or exchange will be accepted without an RMA Number**.

Pack the unit securely using original packing material. Please note that we do not accept COD shipments. Use UPS, Fed-Ex or USPS service with delivery notification. Using one of these three shipping methods will make shipment tracking possible. Please insure the package for the full value of the merchandise. The merchandise is still your property until it reaches our warehouse and we are not responsible for any shipping damages. Macurco is not responsible for lost or stolen returned merchandise.

Please remember to include all the contents such as accessories and instruction manuals that came in the original order.

You will get an email notification as soon as the return has been processed.

For Warranty: See Warranty statement in the applicable product manual for warranty information.

For Exchanges: The processing time for the exchanged item will be between 3-6 business days, upon receiving your item back, and depending on stock availability.

For Refunds: The processing time for us to proceed with the refund will be between 3-6 business days upon receiving your returned item. After this the refund time will depend on the payment method.

For Repair: It will take between 7-14 business days depending on the item and the manufacturers' stock of spare parts.

For Calibration Service: It will take between 1-2 business days depending on the item and the manufacturers' stock of spare parts.

For status updates, contact Customer Service

Shipping Damage and Lost Packages

1. Inspect merchandise immediately upon delivery before the carrier leaves.
2. If you detect visible physical damage or missing items, refuse the package.
3. Contact us immediately if items appear to be missing or damage has been detected.
4. If you receive damaged merchandise or package is missing, the carrier will need to conduct an investigation.
5. Please notify us of the problem within three (3) business days of receipt. Take photos of the items, **DO NOT** discard the shipping carton and packaging to facilitate the investigation process if necessary.

All claims are processed within two (2) weeks from the time of initiation. If the carrier is responsible for the lost or damaged item, insurance reimbursement will be issued to Macurco, and a replacement item will be sent to you.

Macurco Inc.

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Technical Support:
Phone: 1-844-325-3050

Email: support@macurco.com

Website: www.macurco.com/support/

General Contact Information:
Phone: 1-877-367-7891

Email: info@macurco.com

Website: www.macurco.com