



## Mammoth Fire Alarms

Incorporated

176 Walker Street

Lowell, MA 01854

### POLICIES

#### WARRANTY:

Mammoth Fire Alarms, Inc. warrants all equipment supplied by it to be free from defects for one year from the date of shipment. Mammoth Fire Alarms, Inc. will repair or replace, at its option, any equipment which it determines to be defective. Said equipment will be returned to the purchaser. Mammoth Fire Alarms, Inc. shall not be obligated to repair or replace equipment which has been repaired by others, abused, improperly installed, altered or otherwise misused or damaged in any way, including damage caused by any Acts of God. Mammoth Fire Alarms, Inc. will not be responsible for any on-site dismantling, reassembling or reinstallation charges or costs.

#### TROUBLESHOOTING/SERVICE:

All field troubleshooting/service performed by Mammoth Fire Alarms, Inc. personnel will be billed per hour portal to portal, plus all costs for parts. All defective equipment that is under warranty will be replaced or repaired, at the option of Mammoth Fire Alarms, Inc., provided the equipment was not damaged during installation, damaged because of poor or improper installation, or damaged by any Acts of God. No troubleshooting will be performed, either over the telephone or in the field, if the customer's account is not current.

#### RETURNS FOR CREDIT:

Authorizations for merchandise to be returned for credit must be previously authorized and cannot exceed 60 days from the date of original MFA invoice. Merchandise authorized for return must be sent PREPAID and insured, within 30 days of the date of the authorization (date on this fax). When merchandise is returned for credit and is returned for other than Mammoth Fire Alarms, Inc. shipping error, a 20% charge will be made to cover handling, inspection and testing. Non-stocking items will be assessed a 50% restocking charge. For credit to be issued, the item(s) must be in the original factory packaging. Custom and special ordered items will not be accepted for credit. Items damaged in transit will be deducted from the credit. Acceptance of goods returned for credit shall be at the sole discretion of Mammoth Fire Alarms, Inc. Supplying an RA number is not a guarantee of issuance of credit.

#### RETURN FOR REPAIR OR REPLACEMENT:

Mammoth Fire Alarms, Inc. requires prior approval of return of equipment for repair. The information required for equipment to be returned for repair is the product model # and the problem that exists with the unit. Confirmation will be faxed to you and then the return may be made. If the item(s) is under warranty, (One year from the date of shipment) it will be repaired or replaced at our option. All items shipped to Mammoth Fire Alarms, Inc. must be shipped PREPAID. If the item(s) is out of warranty, but repairable, it will be repaired at a cost not to exceed 50% of the cost of a new unit.

#### MATERIALS DAMAGED UPON RECEIPT:

Any materials physically damaged upon receipt must remain at the original place of delivery and in the original packaging. If the packaging is visibly damaged, the delivery driver should be instructed to make note of it prior to signing for the delivery. Mammoth Fire Alarms, Inc. shipping manager must then be contacted to arrange a replacement and an on-site evaluation of the damaged equipment. Mammoth Fire Alarms, Inc. cannot warranty any damaged equipment that has been removed from its original delivery location or does not contain the original packaging.

"Servicing the installer before and after the installation"

[www.mammothfire.com](http://www.mammothfire.com)