

# Warranty & Return Policy

**PROPROCESS CORPORATION** warrants all products manufactured by it against defects in workmanship or materials from the date of purchase for a period of (1) year on parts and labor. The DP1100 and DP1100M only come standard with a (2) year parts and labor warranty. ***This warranty applies to only equipment purchased and used in the United States.***

## Exclusions:

1. **WOOD / GAS FIRED OVENS:** **PROPROCESS CORPORATION** warranty applies to the main body of the oven being steel / refractory and insulation shall be free from defects in materials and workmanship for a period of four (4) years from the date of purchase. The gas equipment shall be free from defects in materials and workmanship for a period of one (1) year from the date of purchase. This warranty excludes the tandoori and home oven.
2. **TANDOORI & HOME OVENS:** **PROPROCESS CORPORATION** warrants the Tandoori & Home Oven including gas equipment shall be free from defects in materials and workmanship for a period of one (1) year from the date of purchase.
3. Air compressors are excluded from this warranty, but **PROPROCESS CORPORATION** may act as a warranty expeditor in certain instances regarding these compressors. The air compressor manufacturer provides a limited warranty and a copy of this warranty is furnished with all compressors sold by **PROPROCESS CORPORATION**. For prompt handling of compressor warranty claims the instructions of the compressor manufacturer must be adhered to.
4. Equipment built to special order as well as accessories are not returnable unless defective within the terms of this warranty.
5. In no event shall **PROPROCESS CORPORATION** be liable for consequential damages arising out of the failure of any of its products if operated improperly or caused by normal wear or damage by operator abuse.

## Returned Merchandise Policy:

Should it become necessary to return any of the company's products, the following instructions must be adhered to: First, contact our customer service department for approval and a return authorization number. Please have the serial number of your item available at that time! All merchandise must be shipped freight prepaid by customer or service agency. Subject to the inspection of the product by the company, a restocking charge of 15% of the Net purchased price paid to **PROPROCESS CORPORATION** will be assessed. Merchandise may not be returned for credit without prior written approval of **PROPROCESS CORPORATION**. Collect shipments will not be accepted.

If upon inspection by **PROPROCESS CORPORATION** or its Authorized Agent it is determined the equipment has not been used in an appropriate manner, has been modified, or has not been properly maintained, or has been subject to misuse, misapplication, neglect, abuse, accident, unauthorized modification, damage during transit, delivery, fire, flood, act of war, riot or Act of God, then this warranty shall be deemed null and void.

## Terms & Conditions

1. Prices indicated in the PRICE LIST are suggested retail prices and are shown in U.S. DOLLARS.
2. Terms of Payment: 2% 10 days, NET 30 days.
3. **NEW ACCOUNTS:** Satisfactory credit information must be provided before open account status can be extended. Unless agreed otherwise, all shipments will be made C.O.D., CASH IN ADVANCE.
4. **PRICING:** Prices, specifications, model numbers, capacities and accessories are subject to change without notice.
5. **FREIGHT/ROUTING:** Method of shipment will be determined by **PROPROCESS CORPORATION** unless otherwise advised by PURCHASER.
6. **DAMAGED CLAIMS:** All merchandise shipped at purchaser's risk. Inspection must be made by purchaser at time goods are received. If goods are damaged, the PURCHASER shall request that the agent of the transportation company make a written notation on the proper shipping documents immediately and then file a claim for damage. GOODS DAMAGED IN SHIPMENT ARE NOT RETURNABLE.
7. **RETURNS:** Merchandise may not be returned without written authorization by **PROPROCESS CORPORATION**.
8. **TAXES:** Prices indicated herein DO NOT include State, Federal, Local or foreign taxes or duties, nor do they include fees, permits, insurance or other levies, all of which are the responsibility of the purchaser.
9. All orders are subject to acceptance by **PROPROCESS CORPORATION**.
10. Possession of this price list shall not be considered an offer to sell.

Specifications, Details and Prices are subject to change without prior notice.  
Please call for current pricing.

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