

Terms and Conditions

Repair Policy



*Note: All shipments to J & M Trading must contain a valid RMA to be considered for the policies below.

DOA/Warranty Policy

All repair services provided by J & M are included with a DOA and warranty policy by default. Any repair that is not guaranteed successful, such as an attempted repair, will be specified to have no warranty before the item is returned to the customer. All other warranted repair services will have a specified warranty period listed on the repair invoice.

Any DOA claim must be made within the following periods:

- 15 calendar days from the date of delivery when tracking is possible
- 20 calendar days from the date of shipment when tracking is not possible

Any returned DOA/warranty claim having been tampered with (breaking security paint, removing labels, etc.) or damaged outside of normal use (broken connectors, excessive physical damage not caused by shipping, etc.) **will not be considered for a DOA/warranty claim.**

All associated return freight will be paid by J & M Trading in the event of a DOA/warranty claim. If the returned item is denied a DOA/warranty claim, the associated freight charges will be billed to the customer.

Liability Policy

J & M Trading, Inc. holds no liability for the repairable item from the point at which it leaves our facility. J & M Trading is not responsible for damages incurred during shipping, installation, or handling by individuals other than those employed by J & M Trading, Inc.

Shipping Containers

Shipping containers are available to customers who require repair services but cannot safely transport the repairable item to the J & M Trading facility. Any repair with associated shipping container will incur additional shipping charges for transporting empty container and repair item. A lack of returning the container upon completion and delivery of the repairable item will result in an additional fee being charged of **at least** \$500. J & M Trading holds full discretion in increasing said additional fee when necessary.

Sourced Labor

All sourced labor repairs are subject to terms & conditions changes, and all changes will be specified at the time of sale.