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Sales policy and terms of Sale

1. All orders will be shipped FOB. Drop shipments will incur a \$50 handling charge. The customer service department must be notified of short shipments or any shipment discrepancies within 14 days of receipt of material.
2. Express or Rush orders will incur an additional 7% fee of the net value of an order.
3. JBC has the right to modify any product or price without previous notice.
4. This Price List is valid from January 1st 2016.

JBC System warranty period

Control Units: 2 years
Tools and stands: 1 year
Cartridges: Heater: lifetime
Tip: lifetime of plating

JBC's warranty is against manufacturing defects. Warranty does not cover product wear due to use or mis-use.

Dead on Arrival (DOA) System:

A system is considered DOA if it fails within 3 weeks from the time it was purchased by the end-user. A DOA system will be replaced by a new one. If a distributor replaces the system, for an end-user, JBC will in turn, replace this unit under the following conditions:

- It is returned to JBC in a timely manner and
- b) the distributor must supply a copy of the sales receipt under which it was sold.

DOA cartridges and accessories will be replaced provided they do not work since the initial use.

Problem systems:

A system will be considered damaged in the following cases:

- It has been unsuccessfully returned for repair or
- A JBC sales person, sales rep or distributor can declare a problem system and have it replaced with a new one, with prior approval from JBC.

The customer pays for inbound freight and JBC, pays for return freight.

The warranty is void if:

- The unit is damaged due to mis-use, such as using the equipment for a purpose it was not designed
- There are unauthorized modifications, or
- The power supply/control unit has been opened or tampered with.

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