

Lone Star Technical Services Payment and Repair Policies

Payment Policy Statement:

We accept Master Card, Visa, Discover or American Express.

Merchandise will be held until personal or business checks clear before shipping.

For COD shipments, there is an additional \$7.50 surcharge.

Open accounts for established trade accounts only.

Sales tax will be collected where applicable. (TX: 8.25%)

Repair Policy Statement:

When shipping a unit for repair, please be sure that it is packed properly. We recommend at least 3 inches of padding on all sides of the unit.

Please place unit in a plastic bag to protect from loose packing materials.

Do not include baskets, inserts, covers or detachable power chords.

Please tape a business card or paper with your name, address, and phone number inside the unit's tank and place the same information on the shipping box.

If possible, please include a description of the complaint. (IE; Trips circuit breaker, drain leaks, etc.)

We will provide you with an estimate of repair within 48 hours of receipt of the unit. We will discuss the repairs needed and advise the approximate date for completion and cost of repairs.

We will attempt to repair the defective unit and return it within 10 working days. If a longer time is needed due to brand specific parts being ordered, you will be informed of the delay.

If the repair estimate is refused, there are two courses of action that can be taken:

1. The unit will be destroyed here, and there will be no cost incurred to the client. A "memo for record" will be forwarded to you for your records.

2. If the client insists on the return of the defective unit, a \$55 bench charge as well as shipping costs will be incurred.

All repairs are warranted for 90 days against defects in materials and workmanship. No other warranty is offered or implied.

Telephone: (210) 651-4006 Email: sales@ultrasonicrepair.com