

## LIMITED WARRANTY AND SERVICE POLICY

### Damaged or Lost Shipments

UPS and prepaid truck shipments: Check your order immediately upon arrival. All damage must be noted on the delivery receipt. Call Stenner Customer Service at 800-683-2378 for all shortages and damages within seven (7) days of receipt.

### Returns

Stenner offers a 30-day return policy. Except as otherwise provided, no material will be accepted for return after 30 days from purchase. To return merchandise at any time, call Stenner at 800-683-2378 for a Returned Goods Authorization (RGA) number. A 15% re-stocking fee will be applied. Include a copy of your invoice or packing slip with your return.

### Limited Warranty

G. H. Stenner & Co., Inc. will for a period of one (1) year from the date of purchase (proof of purchase required) repair or replace – at our option – all defective parts. G. H. Stenner & Co., Inc. is not responsible for any removal or installation costs. Pump tube assemblies and rubber components are considered perishable and are not covered in this warranty. Pump tube will be replaced each time a pump is in for service, unless otherwise specified. The cost of the pump tube replacement will be the responsibility of the customer. G. H. Stenner & Co., Inc. will incur shipping costs for warranty products shipped from our factory in Jacksonville, Florida. Any tampering with major components, chemical damage, faulty wiring, weather conditions, water damage, power surges, or products not used with reasonable care and maintained in accordance with the instructions will void the warranty. G. H. Stenner & Co., Inc. limits its liability solely to the cost of the original product. We make no other warranty expressed or implied.

### Disclaimer

The information contained in this manual is not intended for specific application purposes. G. H. Stenner & Co., Inc. reserves the right to make changes to prices, products, and specifications at any time without prior notice.



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Hours of Operation (EST):  
Mon. – Thu. 7 AM – 5 PM  
Friday 7 AM – Noon