



## Safety Hoist Company Repair Program

Safety Hoist Company takes every precaution to assure that our products are free of damage and in perfect working condition when shipped to you. If during the usage of our product you experience any issues, please contact us at (610) 941-4333 to speak with a representative from our team.

**How it works:** After a \$300 credit card deposit is received. A reconditioned motor will be shipped to you. Once you have received the reconditioned motor, place the broken motor, power cord, remote, and limit switch (if included with motor) in the box and return it to us, using the return label provided. **DEFECTIVE MOTOR MUST BE SHIPPED BACK TO US WITHIN 2 WEEKS OF RECEIVING RECONDITIONED MOTOR OR YOU WILL BE CHARGED A \$530 UNRETURNED MOTOR FEE.** Within 48 hours of inspection; we will contact you to discuss our findings. If it is determined that the issue is covered under warranty, we will refund your initial deposit of \$300 and you will keep the reconditioned motor. If it is determined that the issue is due to misuse or is a non-warranty issue, you will be charged the following.

**Inspection Fee of \$135.00 (includes first hour of labor)**

**Labor \$80 per hour after the first initial hour**

**Replacement Part Cost**

**Shipping Charges**

These charges will be deducted from your initial \$300 deposit. If the incurred cost is less than the \$300 deposit, your card will be refunded the difference. If the incurred cost of repair is more than the deposit, your card will be charged the difference. IF MOTOR IS UNREPAIRABLE AND DEEMED TO BE SCRAP A \$500 SCRAP FEE WILL BE CHARGED LESS YOUR \$300 DEPOSIT. In any scenario, the refurbished motor is yours to keep and to use. By completing and returning this form you agree to these terms and conditions.

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

Credit Card #: \_\_\_\_\_

Exp. Date: \_\_\_\_\_ CVV #: \_\_\_\_\_

Address: \_\_\_\_\_

(Billing Address of Credit Card if different than above address)

Motor Issue Explanation: \_\_\_\_\_

Limit Switch (Y/N)

Signature: \_\_\_\_\_

\*I agree to all Terms and Conditions of the Safety Hoist Company Repair Program. I agree not to dispute any charges incurred on my credit card.