

Warranty/Service Information Highlights

This "Warranty/Service Information Highlights" is for informational purposes only, and does not supersede Lawson's standard warranty policies, terms and conditions.

Service Hotline - 314.382.9300 (Mon. - Fri. 8:00 am - 5:00 pm - Central Standard Time)

After Hours/24 Hour Service Pager - 314.382.9865 and press option #6

1. Your Lawson Warranty is a Parts Warranty. The warranty does not include installation, site training, maintenance, repairs or general labor. These services are available at an additional charge on an "as needed" basis.
2. Replacement parts may be sent prior to receiving the original parts back for evaluation. Payment via credit card for the outbound part must be paid prior to shipment. If the part is a warranty item, credit will be issued to the credit card used within 5 days upon the receipt of the returned defective part to Lawson. Warranty parts must be received within 15 days of the replacement part being sent, returned with the freight pre-paid to Lawson, in St. Louis, MO.
3. Lawson will pay for standard, ground UPS on warranty parts shipped within the United States. We do not pay for Air Shipments! If air shipment is desired, these charges must be paid by your company. It is the customer's responsibility to return any parts to Lawson.

Payment terms are Credit Card only. We accept Master Card and Visa.

4. Lawson's warranty is to the original owner for the specified period and is non-transferable. The warranty is based on a single eight (8) hour shift, five (5) days per week operating schedule.