



Incorrect or Warranty Returns

Cretors guarantees our equipment to be free of defects in parts, materials and workmanship for two years, and replacement parts for a period of 1 year.

Below are the procedures in filing an incorrect or warranty claim:

1. If the claim is for an incorrectly ordered part proceed to number 2. If the claim is for a defective part, customer must contact Cretors Parts & Service Department to trouble shoot and get an approval for a return prior to sending anything back.
2. Contact Cretors Customer Service Dept. to begin processing the claim.
 - A. Submit a purchase order for the replacement part.
 - B. Request a RETURN MATERIAL AUTHORIZATION NUMBER (RMA#).
 - Reason for Return and/or the results of conversation with Parts & Service Dept.
 - The original invoice number
 - The machine model and the 8 digit serial number
3. Ship return parts **PREPAID** back to Cretors.
 - A. Clearly mark package with RMA# ATTN: STOCKROOM.
 - B. Include Verification Report sent from Cretors with your package.
 - C. The RMA number will expire 30 days from date of issue. Please ensure package arrives within 30 days.
4. Upon receipt of package at Cretors, the item(s) will be tested and inspected to determine warranty status.
 - A. If the part is determined to be defective then a credit will be issued against the purchase price of the part.
 - B. If the part is deemed not defective it will be subject to a 15% restocking fee for parts and 25% for equipment.
5. No Returns on food products.

6. **WARRANTY:** C. Cretors warrant to the purchaser of each new CRETORS machine and related products that we will replace f.o.b. our factory any part which proves to be defective in material or workmanship within **two years** from the date of purchase providing such part is returned to C. Cretors & Company, transportation charges prepaid. This warranty does not apply to a part damaged by accident, abuse, misapplication or misuse, nor can we honor any claim for repairs or service unless previously authorized by us. This warranty gives you specific legal rights and you may have other rights which vary from state to state.
- A. With all new machines comes a **factory registration card**, which must be filled out when the machine is installed and returned to Cretors for the warranty to be in effect.
 - B. If it is a **replacement part** that has failed, the date of installation and invoice number is needed. (It is also a good way to keep track of your service accounts and help us track potential problems.)
 - C. If you prefer to have **credit issued** instead of a replacement sent, the defective part must be received at the factory before the credit will be issued. (The short paying of invoices is not allowed.)
 - D. Before returning any part to the factory, you must call and obtain a **RETURN MATERIAL AUTHORIZATION (RMA) #**. This will assist in tracking your return and allow us to process it more efficiently.

Following these guidelines will facilitate the timely processing and disposition of issues related to the return of item(s). It will also assist in bringing to light and tracking any potential problems related to the equipment that may occasionally arise in the field.

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