



IMSP 1.26-02

**Parts Only Warranty Policy
Commercial Products**

**Owner: Technical Service
Manager**

The following procedure applies to all customers with warranty arrangements for spare parts only.

- Any end user claim for warranty parts should in the first instance be referred to their dealer for processing or in the case of Export sales (outside of the UK) their dealer or the importer for details of the warranty operating terms in their country.
- Replacement parts covered under warranty should be ordered by the dealer/importer via our Spare Parts Department either by fax or email. Parts in stock will be dispatched the same day or following day depending on when order placed . The parts and carriage will be invoiced in the usual manner.
- The parts being replaced should be returned to falcon with the following information:
 1. End User
 2. Machine model number
 3. Machine serial number.
- The parts will be returned at the cost of the customer.
- Upon receipt of returned parts Falcon will assess and make the appropriate credit for the replacement including carriage, where a genuine warranty claim has been accepted.