



Haas Factory Outlet

HAAS FACTORY OUTLET PARTS WARRANTY AND RETURN POLICY

Part return requests must be made within 30 business days of the original order. All returned parts must be in original packaging and include all manuals, cables, accessories, etc that were sent with the parts. Electronic parts returned “used” or removed from their original packaging with broken seals will not be considered “new” they will NOT be accepted and will be returned to the customer. HFO-Milwaukee/Pittsburgh/Torrance will not be responsible for shipping costs for returned items.

All returned part orders are subject to a 20% restocking fee of up to \$150.00 per part.

We offer a 90 day parts and labor warranty on all repairs performed by our factory certified technicians. Our 90 day warranty will not cover due to conditions beyond our control, such as but not limited to accident, or misuse. We are unable to warranty or return parts that are not installed by an HFO factory certified technician.

Effective January 1, 2019, Haas Automation implemented a revision to their return policy, requiring that the RMA label must be attached to the outside of all return packages with the barcode clearly visible. RMA returns received at Haas Automation without the RMA label will be processed a 10% fee for each line item being returned.

For “Core” parts that have been billed at the 50% exchange price. Customer is responsible to return the “Core” part to Haas Automation. The RMA label must on the outside of the return with the barcode clearly visible and freight must be prepaid.

Core part return instructions (including barcoded RMA label) are e-mailed/faxed within 1 to 3 business days after the parts sale. The return of these items must be within 30 days of shipment of “new” part.

Failure to return items within 30 days will result in a second invoice for the “additional” 50% core value being issued. (* Excludes Spindles) *If return item is a spindle, additional \$1k applies instead of 50% core price.

If you have any questions regarding this policy please contact your local HFO or contact us toll free at 888-664-HAAS (4227).

HFO Milwaukee: (262)-373-5040
HFO Pittsburgh: (724)-778-3220
HFO Torrance: (310)-381-0750

Sincerely,

Mike Finney
Parts Manager