

Midwest Fastener Key Machine Repair Policy

Effective: April 15th, 2024

Warranty

All Midwest Fastener key cutting and duplication equipment, purchased new and refurbished, is covered by an 18-month warranty. Any mechanical issues or defects encountered from normal use of the equipment, within the warranty period, that require replacement parts and/or repairs are covered at no charge to the retailer. Normal wear and tear items, such as cutters and brushes, and regular practices, such as machine calibrations, are considered standard maintenance and do not fall under warranty.

Any Midwest Fastener key machine, purchased new or refurbished, that requires repair and/or replacement parts and is outside of the 18-month issued warranty period will be handled under the following manner:

Shipping & Handling of Equipment

Key Machines

All key machines will be returned to Cleveland Warehouse #21 via a MWF issued call tag. To ensure safe handling, it is required that all machines are shipped in their original, specified packaging. Replacement packaging will be provided to any location that no longer has the original packaging that came with the machine.

Each repair will include a shipping and handling fee. The fee will be determined by the store's location within the Key Machine Repair Shipping & Handling Zone Map. There are three zone locations with each zone have its own flat rate:

Zone 1: \$50.00

Zone 2: \$65.00

Zone 3: \$100.00

Any location that does not need replacement packaging will receive a \$15 discount on the repair invoice.



Replacement Parts Sent to Retail Locations

Replacement parts shipped to a retail location follow Midwest Fastener's standard pre-paid shipping policy. Any order of parts that fall under the current pre-paid shipping amount will be charged the shipping cost.

Labor

A labor rate of \$50 per hour will be applied to the total repair time of every key machine. Repair time will be tracked in 15-minute (quarter hour) increments. All machines repaired will be billed for a minimum of 1 hour.

Retailer Approval of Repairs

All key machine repairs will receive an initial inspection and evaluation by the MWF key machine repair technicians. Any repair that is estimated to have a total cost of \$500 or more will require approval from the retailer. MWF customer service will contact the retailer for approval, when needed.

If a retailer chooses to not move forward with the repair, the retailer has the option to purchase a new replacement machine and/or a different machine model (if available). Any purchase of a new machine will be discounted by the value of the retailer's returned machine.

Repair Warranty

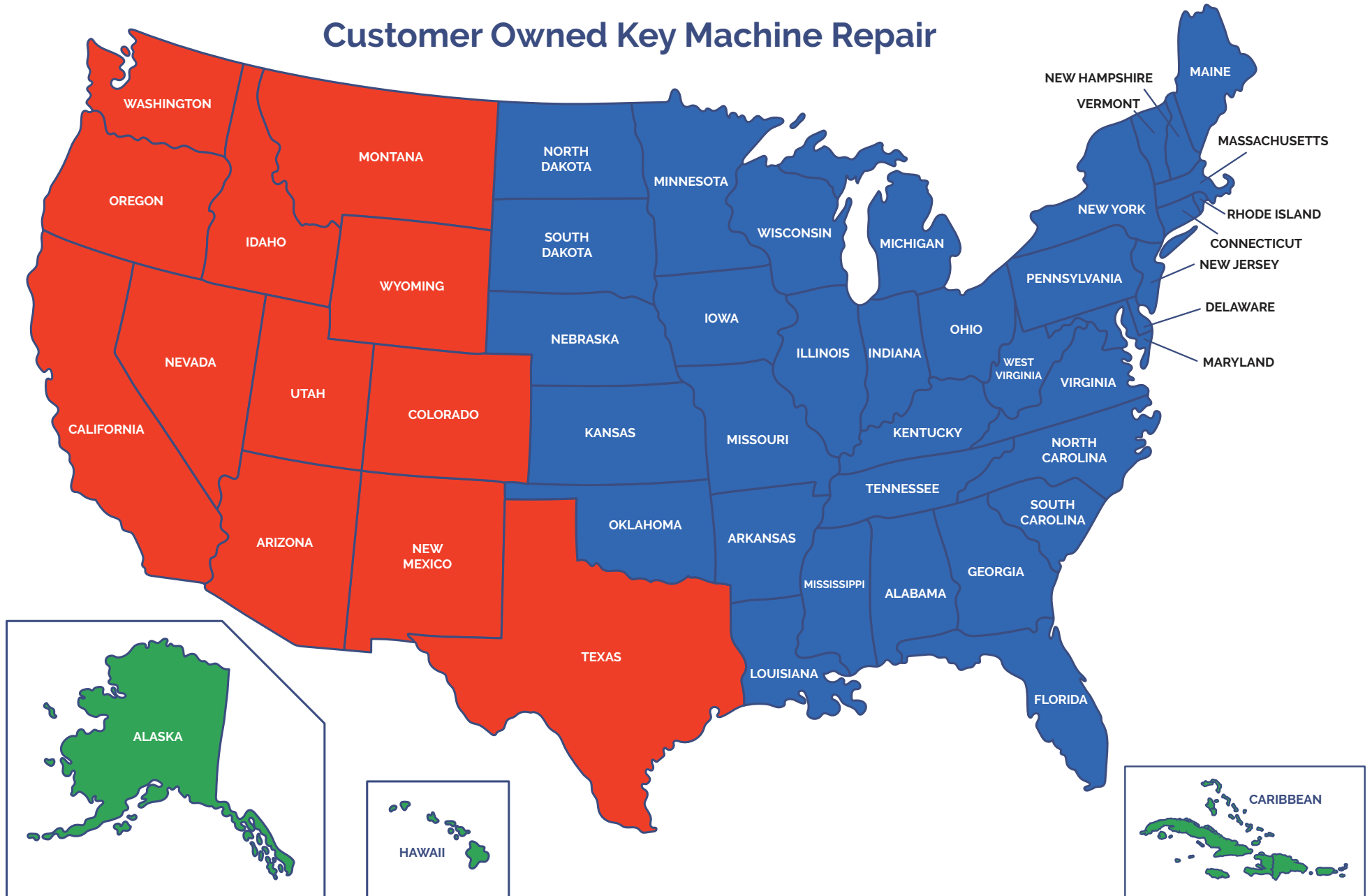
All repaired parts, components and equipment are covered by a 90-day repair warranty. Any additional shipping & handling, repairs and replacement parts required directly related to the parts and components initially replaced will be handled at no charge to the retailer.

New and unrelated issues do not fall under the 90-day repair warranty and will be handled as a standard repair.



SHIPPING & HANDLING ZONE MAP

Customer Owned Key Machine Repair



Zone 1 = \$50⁰⁰

Zone 2 = \$65⁰⁰

Zone 3 = \$100⁰⁰