



420 Harry Walker Parkway
Newmarket, Ontario L3Y 8P5

Albany Pump Limited Warranty

- Albany Pump Co. Ltd. warrants all pumps of their manufacture to be free of defects in both material and workmanship for a period 18 months from the date purchase from Albany Pump, provided the product is used in the service for which it was intended for.
- No product shall be returned to the factory for warranty evaluations without prior arrangement with the factory. Must provide a brief description of issue. **Credit will not be issued.**
- Pumps or parts thereof, claiming to be defective, are to be forwarded to Newmarket, ON by prepaid carrier.
- Upon examination at our factory, any pump or part proven to be defective will be repaired or replaced (at the factory's discretion) and returned to the customer F.O.B. shipping point.
- Albany Pump assumes no liability for pumps which have been altered or tampered with in any way, or self-repaired.
- This warranty is not to be construed that our products shall be suited for all or any particular service. Our pumps are not designed or intended for use with every known substance.
- If you require assurance of satisfactory pump service life, you are urged to discuss your proposed usage with a technical representative of Albany Pump.
- **Equipment and accessories (i.e. motors, motor controls, switches, valves, etc...) not manufactured by Albany Pump Co. Ltd. are warranted only to the extent of the original manufacturer's warranty.**
- **Albany Pump assumes no responsibility for consequential damages arising from the operating failure of the equipment for any reason whatsoever.**
- **Albany Pump will assume no liability for service calls or expenses incurred in removal or installation of defective equipment and replacements.**
- **Removal of manufacturer's labels &/or tags from items could result in warranty being voided.**

Returned Goods Policy

- Returned goods will not be accepted without prior approval from Albany Pump Sales department and issuance of an RGA#.
- All returns must be properly re-packaged and delivered by pre-paid carrier to Newmarket, ON.
- Warranty returns will be handled as per section above. **Pumps which have been in service must be properly cleaned for the safety of the factory personnel who will be handling the items.** Instructions for cleaning can be obtained by contacting the factory.
- New, unused and resalable items may be returned in their original cartons at a minimum re-stocking charge of 15% of the original purchase price. **Proof of original purchase must accompany the return.**
- **Special and Made-To-Order items are not returnable for credit.**