

intimus North America General Warranty



intimus North America (INA) warrants, for the period of time listed below from the date of shipment, all component parts and workmanship of its products to be free of manufacturing defects.

INA retains the right to authorize labor to repair any of their products in the field or have the machine returned to our factory for repair. INA will repair or replace any component part found to be defective within the warranty period, not caused by accident, misuse, or improper maintenance, or exceeding the rated duty cycle, damages by freight handlers, act of nature or unauthorized modifications or the use of other than intimus components/parts.

Warranty is conditioned on notifications to the intimus Customer Service Department by calling (800) 775-2122. All materials being returned for warranty credit must have a requested Return Material Authorization number (RMA) issued by our Customer Service Department, and must be returned within thirty (30) days after the discovery of the defect. All shipping costs on the returned material must be prepaid by the customer; credit will be issued, including the cost of ground freight, if the item proves to be defective. Incoming cartons must be clearly marked on the outside with "intimus" and the RMA number. INA is not responsible for products that are returned and are not in their original packaging or are package insufficiently to protect the enclosed material. A 25% restocking fee may be charged for returns.

Excluded from warranty coverage are normal wear items and electrical components. These exclusions include but are not limited to, cutters, gears, belts, chains, PC boards, and optics. These items are not included for consideration unless the components are deemed defective.

This warranty is in lieu of all other warranties, expressed, implied, statutory or otherwise. intimus makes no warranty of merchantability or fitness for a particular purpose. To the extent permitted by law, any consequential or incidental damages of any kind, including, but not limited to lost profits or other economic injury are not warranted.

intimus North America General Warranty by Product Category

Commercial Shredders: INA warrants all shredders to be free of defects in material and workmanship under normal use; two years parts and 90 days labor, a lifetime limited warranty is provided for fracture of the cutting cylinders.

High Security-NSA Listed Shredders: INA warrants all shredders to be free of defects in material and workmanship under normal use; one year parts and 90 days labor, one year on the cutting cylinders.

Industrial Shredders, Shredder/Baler Combo and PacMaster: INA warrants all shredders to be free of defects in material and workmanship under normal use; one year parts, 90 days labor, and three years on the cutting cylinders.

Disintegrator Systems: Basic machine five years parts, 90 days labor. Waste collection systems and accessories, one year parts, 90 days labor.

Hard Drive Shredders: Two years parts, 90 days labor

Magnetic Media Degaussers: One year parts, 90 days labor (return to INA factory labor).

Folder Inserters: One year parts, 90 days labor.

Disclaimers:

- a) This warranty applies to current models only. For discontinued models, consult original warranty.
- b) All repairs must be pre-approved by Intimus and performed by an authorized Intimus technician
- c) All cross-cut shredders, to include high security shredders require lubrications of the cutting cylinders in accordance of the operator's manual. Failure to perform these preventative maintenance procedures may null and void the warranty.
- d) Extended warranties are subject to the same provisions and terms of the general warranty.
- e) INA makes no warranty of merchantability or fitness of any product, for any particular purpose.
- f) To the extent permitted by law, any consequential or incidental damages of any kind, including, but not limited to lost profits or other economic injury are not warranted.
- g) This warranty is in lieu of all other warranties, expressed, implied, and statutory or otherwise and is subject to change without notice.
- h) Must have proof of purchase to claim a warranty.

Labor portion of the warranty ONLY available in the Continental US

Please visit our website for supporting documents and after product support tools such as owner manuals and preventative maintenance support.

