

Terms of Sale and Warranty for AHP Welders:

WARRANTY ONLY APPLIES TO UNITS WITH PROOF OF PURCHASE FROM AN AUTHORIZED DEALER. NO EXCEPTIONS. PLEASE FEEL FREE TO REQUEST A LIST OF AUTHORIZED DEALERS.

All new AHP welders, shall be warrantied to the original owner for a period to extend for 3 years from date of purchase against breakage, malfunction, or other unit failure resulting from manufacture defect. The faulty unit will either be repaired or an exchange will be made for a new or factory reconditioned unit at AHP Welds discretion. The customer must contact the technical support team to review unit failure so that the warranty claim can be established. Items such as electrodes, contact tips, nozzles, cups, shields, liners etc, considered to be consumable items, are NOT covered under warranty. Torches, foot pedals and spool guns are warrantied for a period of 6 months. Additionally, certain items such as torches, foot pedals and easily serviced parts may be individually exchanged without returning the entire unit assembly should a failure with these items occur, at AHP Welds discretion. AHP Welds will not be responsible for time/contract loss from unit failure, damages occurring from improper or unskilled operation, damages resulting from improper maintenance, improper wiring, poor quality power sources, abuse or neglect. Nor will AHP assume responsibility for the customer's failure to heed/read safety instructions, to read and understand operator's manual, obey occupational laws or to ensure the unit's safe operation complies with state or local laws, personal injury arising from the inherent risks involved with welding, including burns, electric shock or death. Warranty extends only to the machine, its accessories and parts contained inside as stated above. No other warranty is expressed or implied.

In the event of unit failure or malfunction, the customer must contact AHP to obtain a location of a designated return/repair facility. The replacement unit will then be returned to the customer. AHP will cover the shipping charges both ways for domestic customers that have units in need of warranty within the first 30 days from the purchase date. After the 30 days from the purchase date, the customer shall be responsible for all shipping and handling costs both ways of non-functioning units for repair or replacement. Customers located outside of the USA lower 48 states will have to pay shipping and handling charges both ways from the purchase date. It is the customer's responsibility to adequately insure the unit, as AHP is not responsible for lost returns. Labour coverage only applies if the unit is serviced at our facility or one of our authorized dealers. We will not reimburse the labour if the customer decides to have a third-party or unauthorized repair technicians work on the unit.

Customers not in the lower 48 states or International customers: Please email the AHP Sales Support team for a shipping quote before buying. Shipping to these locations requires an additional fee as these locations are out of our flat rate zone.

Once the payment has been received in full, AHP will ship the customer's item within 3 business days, subject to availability. It is possible that the item may ship the same day, but certain times of the year when volume is high or orders placed late in the day may result in delays. A tracking number will be forwarded to the customer's submitted email address the day of shipment.

It is the customer's responsibility to ensure we have a complete shipping address including phone number.

AHP Welds does not own or operate a shipping company. Shipping is via third party entities which determine individual package receipt requirements. I.E. signatures, leaving packages unattended etc. Once the customer's package has left the AHP facilities, AHP Welds cannot assume responsibility for delivery or delays in delivery due to shipping company policies, procedures, or union strikes.

The customer is entirely responsible to inspect the item for any damages at the time of delivery. If the customer fails to inspect the item, the shipping company may not take responsibility for any damages occurring during shipment which are discovered at a later time. If the unit appears undamaged, it is the customer's responsibility to test out the unit as soon as possible to ensure proper operation. Early unit failure can be a result of hidden internal damages during shipping. The customer should not delay in opening the package and promptly testing the unit with a "live" test of all functions. Units not promptly tested for shipping damage MAY result in the shipper denying the damage claim and the unit being shipped back at customer's expense.

In the event of shipping damage the customer should promptly contact the AHP sales support team. Damaged claims must be made within 48 hours of delivery so that return shipping can be arranged. If there is shipping damage, AHP will file a damage claim immediately, upon receipt of said claims.

The customer should download the appropriate operator's manual directly from the website and read the manual completely by the time the unit arrives so that prompt and safe testing of the unit will not be delayed. The unit must be tested "live" within the designated 48 hour time frame to

meet the demands of the shippers damaged product return policy.

Unless the unit is damaged or otherwise non functional at the time of arrival, the buyer is responsible for all return costs, insurance and tracking.

Items damaged or non-functional upon arrival: AHP will gladly exchange it free of charge. It is the customer's responsibility; however to immediately notify the sales support team of the issue. Prompt reporting of this condition is required. Delayed opening of the package may result in denial of claim and waving of rights of free replacement.

It is the customer's responsibility to ensure that all eligible warranty units must be packaged safely and insured for the full retail purchase price.

Products and accessories can be subject to change without notice and may not be exactly as pictured.

The customer must fill out the return form found on this page and include with unit that is being returned.

The terms of sale and warranty of AHP Welds are subject to change without prior notice.