



## TEKNATOOL WARRANTY AND SERVICE

NOVA warrants each and every product it offers, and these products are backed by a limited warranty from the date of proof of purchase and to the original purchaser only. These limited warranties are non-transferable. Under no circumstances will Teknatool International Ltd or Teknatool USA, Inc. be liable for incidental, special, indirect, and consequential damages, or expenses, including loss of profits, income, revenue, or loss of operations. It is the responsibility of the user to understand basic woodworking machinery and equipment settings and procedures and to properly maintain the equipment in accordance with the standards provided by Teknatool. In all cases, the warranty value is limited to the full replacement value of the product or a like product (if the product is no longer available for any reason).

**INSPECTION:** Buyer shall inspect all goods within thirty (30) days of receiving product confirming product and all parts are in good working condition and accounted for.

**WARRANTY:** Teknatool International Ltd and Teknatool USA, Inc. will repair or replace, at its expense and option, a NOVA product which under normal use and intended operation, has proven to be defective in workmanship or material. Teknatool will be granted a reasonable opportunity to verify the alleged defect by inspection and/or testing. In the event the item/part is determined to be damaged due to lack of maintenance, cleaning or misuse/abuse/neglect, the customer will be responsible for the cost to replace the item/part, plus all related shipping charges.

**LIMITATIONS OF THIS WARRANTY:** TEKNATOOL LIMITS ALL IMPLIED WARRANTIES TO THE PERIOD OF THE LIMITED WARRANTY FOR EACH PRODUCT. EXCEPT AS HEREIN STATED, ANY IMPLIED WARRANTIES OR MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE ARE EXCLUDED. TEKNATOOL SHALL, IN NO EVENT, BE LIABLE FOR DEATH, INJURIES TO PERSONS OR PROPERTY, OR FOR INCIDENTAL, CONTINGENT, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE OF OUR PRODUCTS.

Teknatool will not be responsible for any asserted defect, which has resulted from natural disasters, act of terrorism, a lack of proper maintenance, normal wear and tear, misuse, abuse/neglect, power surges or excess voltage fluctuation, or using in a manner or with material not consistent with proper use, repair, or alteration made by anyone other than an authorized service facility or representative.

Parts under warranty are shipped at Teknatool's cost either by common carrier, FEDEX ground service or a similar method. Technical support to install replacement parts is primarily provided by phone, e-mail or our website. The labor required to install replacement parts is the responsibility of the user. Teknatool is not responsible for damage or loss caused by a freight company or other circumstances not in our control. All claims for loss or damaged goods must be made to Teknatool within twenty-four hours of delivery or expected delivery (in the case of a product lost in transit).

Under these Limited Warranties, the sole liability of Teknatool is limited to repair, or at its option, replacement of the applicable product or part not in conformity with these Limited Warranties. REFUNDS ARE NOT AVAILABLE. If within the warranty period, identical materials are unavailable at the time of repair or replacement, IN NO EVENT SHALL NOVA TEKNATOOL'S RESPONSIBILITY EXCEED THE PURCHASE PRICE OF THE PRODUCT OR ITS REPLACEMENT VALUE AND RESERVES THE RIGHT TO USE REFURBISHED PARTS.

This warranty is Teknatool International Ltd and Teknatool USA, Inc. sole warranty whether written or verbal, whether expressed or implied by law, trade, custom, or otherwise, whether of merchantability, fitness for purpose, or otherwise, except for remedies available to customers under the Consumer Guarantees Act or other legislation.

**CONDITIONS:** Prior warranty registration is not required but strongly advised via [register warranty - NOVA \(teknatool.com\)](https://www.teknatool.com/register-warranty-nova); however, documented proof of purchase (sales receipt/invoice showing date, location, product description and SKU number, and the purchase price paid) must be provided at the time of claim.

**Warranty Repairs:** The customer pays for shipping to Teknatool and the customer provides their own shipping container for repairs which are covered under warranty. Teknatool pays for return shipments. Any machines returned to must be returned with packaging in the same manner in which it was received. If a part is being returned it must have adequate packaging to ensure no damage is received during shipping.

**Billable Repairs:** If the product is not covered under warranty our the repair rate is \$90 per hour. The customer pays for shipping to/from our facility and provides their own shipping container. Customer is responsible for its shipping condition at the time of product arrival. Teknatool strongly urges customers to add insurance to their packages. Teknatool is not responsible for loss or damage of product by the common carrier.

Consumables are defined as expendable parts or accessories (such as belts, bearings, keypads) expected to become inoperable within a reasonable amount of time and use and are covered by a 30-day limited warranty against manufacturer's defects.

**CUSTOMERS OUTSIDE OF THE U.S.:** Our NOVA Distributors and agents will issue their warranty to cover this product. Terms may vary from those stated above; please check with your dealer. In North America, the warranty covers Continental USA only. For Alaska, Hawaii, and other areas outside of the continental US, the warranty covers the replacement of parts only (excludes belts and consumables) and excludes transportation costs.

**TO FILE A CLAIM:** Fill out our ticket form at [www.teknatool.com/support/](http://www.teknatool.com/support/). **All claims must include a copy of the original receipt, the product serial number, and must be filed within the warranty period.**

Teknatool reserves the right to require defective parts to be returned upon request and customer make arrangements in advance with Teknatool in order to schedule the transportation of the parts and/or equipment. A RETURN AUTHORIZATION (RA) form will be sent to you via email once you have submitted all required claim documentation. Items shipped to Teknatool without prior scheduling and a RETURN AUTHORIZATION (RA) form will be refused at the shippers' expense. Issuing a RA number is for referencing materials and issues, it does NOT indicate warranty acceptance/conformity. If the retailer from which you purchased the product is not able to service your product, contact Teknatool.

Our policy is one of continuous improvement and we are always adding new products. We, therefore, reserve the right to change specification/design without notice. For complete, up-to-date product information, see your distributor or visit [Home - NOVA \(teknatool.com\)](http://Home - NOVA (teknatool.com)).

Products	Motor	Electrical	All Other Parts
<b>Lathes</b>			
Neptune and Neptune Max	10 Years	5 Years	5 Years
Nebula	2 Years	2 Years	5 Years
Galaxi	2 Years	2 Years	5 Years
Comet II	2 Years	2 Years	2 Years
Comet 14DR	1 Year	1 Year	2 Years
<b>Drill Presses</b>			
Viking Bench and Floor Model	2 Years	2 Years	5 Years
Voyager	2 Years	2 Years	5 Years
<b>Chucks - All Lines</b>	-	-	10 Years
<b>Jaw Sets</b>	-	-	10 Years
<b>Drill Press, Lathe and Chuck Accessories</b>	-	-	2 Years
<b>All other NOVA Accessories</b>	-	-	1 Year
<b>Nova Remanufactured/Refurbished Products</b>	1 Year	1 Year	1 Year
<b>Parts and Consumables</b>	30 Days	30 Days	30 Days