



# Tornado Products Warranty Service

Valley-Dynamo warrants its new products to be free from defects resulting from faulty manufacture or faulty components under the following terms and conditions:

## WARRANTY LENGTH

**One year** on Tornado® Coin, Pro-Grade and Home Model products

**TOURNAMENT USED** products receive identical coverage with regard to manufacturing defects and faults. As used equipment they may be damaged from shipping or use and are discounted accordingly.

## FOR WARRANTY SERVICE

Valley-Dynamo will, at its sole option, repair, upgrade or replace this product in the event of any defect in materials or workmanship during the warranty period. This shall be Valley-Dynamo's sole obligation, and the customer's sole remedy, for any warranty claim.

Valley-Dynamo will request and you must provide the **complete Model Number & Serial Number of the unit whenever available (as shown at the top of this page – not just the last 5 digits)**, or other proof of purchase such as an invoice or receipt.

**OPERATORS AND END USERS** – While our Tech Support staff is available to assist with diagnosis and troubleshooting of your problem, contact your Distributor for Warranty Service on your equipment.

**DEALERS AND DISTRIBUTORS** – To obtain replacement and an RMA number, contact Valley-Dynamo referencing the Model number and Serial number of the unit and the nature of the problem. Valley-Dynamo will, at its discretion, send replacement parts and/or issue an RMA for the return of failed parts. To avoid billing issues, request an RMA when the failed part is present or readily available. Credit will be issued only upon receipt and

inspection of the RMA. Valley-Dynamo may send replacement parts or issue an account credit. **NO REFUNDS**. Valley-Dynamo reserves the right to cancel outstanding RMAs 30 days after issue. Items returned without an RMA will not be inspected or credited and may be refused or returned at Customer Expense.

**REPLACEMENT PARTS COVERAGE** – Valley-Dynamo warrants replacement parts for 90 days from the date of purchase. To obtain a replacement and an RMA number, contact Valley-Dynamo referencing the nature of the problem and provide proof of purchase. Valley-Dynamo will, at its discretion, send replacement parts and/or issue an RMA for the return of failed parts. To avoid billing issues, request an RMA when the failed part is present or readily available. Upon receipt and inspection of the RMA, Valley-Dynamo may send replacement parts or issue an account credit. **NO REFUNDS**. Valley-Dynamo reserves the right to cancel outstanding RMAs 30 days after issue. Items returned without an RMA will not be inspected or credited and may be refused or returned at Customer Expense.

### **SCOPE OF COVERAGE**

Note that our warranty is not an unconditional guarantee for the duration. Valley, Dynamo and Tornado products are made to our exacting standards and known for their durability, but are not indestructible and may require periodic maintenance in order to function properly. The following are not covered by the warranty.

- 1) Shipping or transport damage
- 2) Normal wear and tear
- 3) Damage or deterioration resulting from neglect, misuse, accident, liquid spills, improper installation, abuse, pets or mishandling
- 4) Incidental or consequential damage (except at Valley-Dynamo's discretion).
- 5) Removal or installation charges.
- 6) Shipping charges except at Valley-Dynamo's discretion.
- 7) Unauthorized modification of the product.
- 8) Use of this product with unapproved parts, conversion kits or accessories.
- 9) Damage from fire, flood, lightning or other acts of nature

### **EXCLUSION OF DAMAGES**

Valley-Dynamo's sole obligation and liability under this warranty is limited to the repair or replacement of a defective product at our option. Valley-Dynamo shall not, in any event, be liable for any incidental or consequential damages

resulting from interruption of service, loss of business or revenue, or for liability in tort relating to this product or resulting from its use or possession.

### **LIMITATIONS OF IMPLIED WARRANTIES**

There are no other warranties, expressed or implied, including but not limited to those of merchantability, revenue generation, or fitness for a particular purpose. The duration of implied warranties is limited to the period specified in the Warranty Length section above.

### **NO “LIFETIME WARRANTIES”**

We have received calls asking about a “lifetime” warranty on certain Tornado components. No Tornado component has “lifetime” coverage and while we strive to produce a high-quality product without manufacturing defects and faults, nothing is indestructible.

### **TO OBTAIN TECHNICAL SUPPORT**

Please check the resources available at [www.valley-dynamo.com/parts](http://www.valley-dynamo.com/parts) or contact [TECHHELP@valley-dynamo.com](mailto:TECHHELP@valley-dynamo.com).