

SpoolPro Warranty Policy

Warranty Policy

1. **Warranty on Manufacturer Defects**

The BABSCO SpoolPro wire spooler is backed by a 90-day warranty against manufacturer defects, starting from the date of delivery to the end user.

2. **Coverage**

This warranty covers failures or defects that are directly attributable to manufacturing errors, including but not limited to:

- **Structural Failures:** Defects resulting from improperly fabricated or assembled components.
- **Electronic Failures:** Malfunctions caused by improper wiring or assembly of electronic systems.
- **Cosmetic Defects:** Imperfections or damage occurring during fabrication that affect the product's appearance.

3. **Exclusions**

This warranty does not cover:

- **Damage During Shipping:** Any damage or defect resulting from mishandling, improper packaging, or accidents during transit.
- **Improper Use or Usage Outside Design Scope:** Failures caused by misuse, overloading, or operating the equipment in conditions beyond its intended design parameters.
- **Lack of Maintenance:** Failures resulting from not following recommended maintenance procedures or using unauthorized parts.
- **Wear and Tear:** Normal degradation due to regular use.
- **Unauthorized Modifications or Repairs:** Damage caused by unapproved alterations or improper maintenance.
- **External Factors:** Environmental conditions (e.g., water, heat, dust) or natural disasters.

4. **How to Claim**

- Contact BABSCO at babsco@babsco.com.
- Provide proof of purchase, a description of the defect, and photos or other documentation, if applicable.
- BABSCO will assess the defect and determine whether it qualifies for repair or replacement under this warranty.

5. **Repair or Replacement**

If a claim is approved, BABSCO will either repair the defective component or replace the product at its expense, including parts and labor.

6. **Shipping and Costs**

The customer is responsible for securely packaging and shipping the product to BABSCO for inspection. BABSCO covers the cost of return shipping for products

repaired or replaced under this warranty. BABSCO is not liable for damage that occurs during shipment from the customer to BABSCO.

7. **Limitations**

- **BABSCO's liability is limited** to repairing or replacing defective components.
- **This warranty applies only** to the original purchaser and is **non-transferable**.
- **Consequential damages, incidental losses, or costs related to downtime** are not covered.
- **Disclaimer of Implied Warranties:** Except as expressly stated herein, BABSCO disclaims all other warranties, whether express or implied, including but not limited to implied warranties of merchantability or fitness for a particular purpose, to the extent permitted by law.
- **Limitation of Liability:** In no event shall BABSCO's liability under this warranty exceed the purchase price of the product. BABSCO shall not be liable for any indirect, incidental, consequential, special, or punitive damages.

8. **Governing Law and Venue**

This warranty shall be governed by and construed in accordance with the laws of the State of Indiana, without regard to its conflict of law principles. Any dispute arising out of or in connection with this warranty shall be brought exclusively in the state or federal courts located in Elkhart County Indiana, and the parties consent to the personal jurisdiction of such courts.

9. **Entire Agreement**

This warranty constitutes the entire agreement and understanding between BABSCO and the purchaser with respect to any warranty coverage for the SpoolPro wire spooler, and supersedes all prior or contemporaneous oral or written communications, proposals, and representations related to this warranty.