
Northwood Parts Warranty and Return Policy

General

- Any item sent back to Northwood for warranty evaluation or refund must be accompanied by a RMA form.
- Any refund given must be issued to the same credit card, debit card, account, or other form of payment used in the original transaction.
- If a replacement part is required before a warranty evaluation has been completed, the customer must pay for the part in full. This cost will be refunded after an evaluation determines failure was not due to neglect, misuse, or improper installation.
- Only ground shipping will be covered under warranty. Other shipping methods must be paid for by the customer.

Ball Screw Warranty

When installed by a Northwood approved technician, ball screws have a 1 year/2,000hr warranty. Warranty claims must be evaluated by a Northwood technician to determine cause of failure. A failure due to a lack of maintenance will not be covered under warranty. This warranty will cover the price of the replacement ball screw only, and does not include any labor charges.

Mechanical and Electrical Parts Warranty

Mechanical parts have a standard 30-day warranty from the date of purchase. This warranty only covers defects of the part and not damage caused by neglect, misuse, or improper installation. The item must be returned to northwood for evaluation before a refund is given. A RMA form must be completed and returned with the part to be evaluated. Electrical parts have the above warranty only when installed by a Northwood Technician.

Spindle & Shaft kit Warranties

- New spindles and shaft kits have a 1 year/2,000hr warranty.
- Rebuilt/used spindles and shaft kits have a 6-month warranty.

All items must be evaluated to determine cause of failure. To be covered under warranty the failure cannot be caused by neglect, misuse, or improper installation. A RMA form must be completed and returned with the part to be evaluated.

Laser Projectors

- New lasers have a 1 year warranty.
- Refurbished lasers have a 6-month warranty.
- User lasers have a 30 day warranty.

All lasers must be sent back to northwood to determine cause of failure. To be covered under warranty the failure cannot be caused by neglect, misuse, or improper installation. A RMA form must be completed and returned with the laser to be evaluated.

Returns

Standard Items, not including electronics or custom items, may be returned within 30 days of purchase for a full refund.

- Returns must be in the state that you received them and in the original packaging.
- The customer is responsible for the cost of return shipping.
- Returned items will be evaluated before a refund is issued. A refund will not be issued if:
 - Returned item is a different serial number than the one originally shipped.
 - Returned item is missing parts or the original product packing material.
 - Returned item was damaged because it was improperly packaged for return shipment.
 - Returned item shows signs of use.

If you wish to return an item you must contact northwood parts to request an RMA, returns will not be accepted if the RMA form is not returned with the item.
