



Warranty Policy

This Warranty Policy outlines the terms and conditions under which CNC Support Ltd provides warranty coverage for CNC machines and parts manufactured and sold by us. As a trusted CNC machine manufacturer and supplier, we are committed to delivering high-quality products and ensuring long-term customer satisfaction.

1. Scope of Coverage

This warranty policy applies to all new CNC Dynamics routers & CNC Dynamics laser cutters manufactured and sold by CNC Support Ltd.

The warranty coverage described herein is:

- **Exclusive:** Applicable only to the original purchaser of the CNC machines and/or parts.
- **Non-Transferable:** Strictly non-transferable to subsequent owners or third parties.

2. Warranty Period by Product Category

CNC Support Ltd offers different warranty durations depending on the product type and series, starting from the original delivery date:

- **CNC Routers and CNC Laser Machines:** One (1) year parts and labour warranty under normal use and proper maintenance. This covers our workmanship and the quality of parts.
- **Replacement Parts and Accessories:** Ninety (90) days from the delivery date, or the remainder of the original machine warranty period, whichever is longer.
- **Longer Parts Warranty:** twenty-four (24) month parts warranty can be purchased for an additional cost. This applies to parts only and does not cover labour.

3. Warranty Services & Remedies

If a CNC machine or part proves defective in materials or workmanship during the applicable warranty period, CNC Support Ltd will, at its sole discretion, provide one of the following remedies:

- **Repair:** Repair the defective product or component using new or refurbished replacement parts.
- **Replacement:** Replace the unit with an identical or functionally equivalent new or refurbished part.

4. Warranty Claim Procedure

To initiate a warranty claim, the customer must strictly adhere to the following steps:

1. **Contact Support:** Submit a formal claim to the CNC Support Ltd service team with proof of purchase, serial number, and a detailed description of the issue (including photos or video evidence).
2. **Remote Troubleshooting:** Customers must cooperate with our technicians for remote diagnostics before any return or dispatch is authorised.
3. **Obtain an RMA:** If remote resolution is impossible, a Return Merchandise Authorization (RMA) number will be issued.
4. **Secure Shipment:** The RMA number must be clearly marked on the outside of the packaging. Returns sent without a valid RMA number will be rejected and returned at the customer's expense.

5. Shipping Costs

- **Manufacturing Defects:** If the defect is caused by manufacturing errors, workmanship issues, or verified carrier damage during initial transit, CNC Support Ltd will cover the return and redelivery shipping costs.
- **Customer Errors:** If a return or service request is due to customer error (e.g., incorrect purchase, wrong fit, change of mind, or unverified faults), the customer is solely responsible for all related shipping, handling, and insurance expenses.



6. Service Timeframe and Support Limits

CNC Support Ltd will make every reasonable effort to complete repairs or replacements within a commercially viable timeframe. Actual durations may vary based on the part, repair required, spare part availability, and staff availability.

This warranty covers the supply of parts and factory/remote labour. It does not cover any on-site travel expenses, accommodation, or daily allowances for technicians unless explicitly agreed upon in a separate service contract.

7. Extended Warranty Service

CNC Support Ltd offers extended warranty packages for major components and systems. Please contact our Service & Support team for tailored details, eligibility criteria, and pricing.

8. Warranty Limitations and Exclusions

This warranty does not cover damages, failures, or defects resulting from:

- Misuse, abuse, overloading, or criminal negligence.
- Improper installation, site preparation, operation, or maintenance that deviates from CNC Support Ltd guidelines and user manuals.
- Unauthorized modifications, third-party alterations, or the use of non-approved software, tooling, or consumables.
- Normal wear and tear items (including, but not limited to, CNC router bits, belts, filters, fuses, vacuum seals, and sacrificial beds).
- External causes such as power surges, electrical fluctuations, accidents, fire, flood, natural disasters, or acts of God.

9. Limitation of Liability

CNC Support Ltd shall not be held liable for any indirect, incidental, special, punitive, or consequential damages. This includes, but is not limited to, loss of profits, loss of production, business interruption, loss of data, or damage to other property, even if CNC Support Ltd has been advised of the possibility of such damages. In no event shall

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the total liability of CNC Support Ltd exceed the original purchase price paid for the product.

10. Disclaimer of Other Warranties

Except as expressly stated in this policy, CNC Support Ltd disclaims all other warranties, whether express, implied, or statutory, including but not limited to any implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

11. Customer Responsibilities

To maintain valid warranty coverage, the customer must:

- Operate and maintain the machinery strictly in accordance with the provided user manual.
- Keep detailed maintenance logs and provide them upon request.
- Report potential defects or operational anomalies promptly upon discovery.
- Provide authorized CNC Support Ltd representatives with reasonable access to the machinery for inspection and repair.

12. Governing Law and Jurisdiction

This Warranty Policy shall be governed by, construed, and enforced in accordance with the laws of the jurisdiction in which CNC Support Ltd is registered. Any legal actions or disputes arising from this warranty shall be brought exclusively in the courts of that jurisdiction.

13. Entire Agreement

This document constitutes the entire warranty agreement between CNC Support Ltd and the customer. It supersedes all prior agreements, promises, representations, or understandings, whether written or oral, relating to product warranties.
