HOFFMAN PRESS

LIMITED 1-YEAR WARRANTY

Should any covered part of your Hoffman® pressing machine or separately purchased replacement part (“Product”) fail due to defects in materials or workmanship under normal use during the applicable warranty period, UnityLab Corp., doing business as Hoffman-NY (“UnityLab”, “Company”), will, at its option, repair the defective part or provide a replacement part. This Warranty applies only to new pressing machines and replacement parts sold by the Company directly or through its authorized distributors under the Hoffman® brand. This Warranty extends only to the original end-user purchaser and is non-transferable. Proof of purchase, the Product model, and serial number are required when submitting a warranty claim. The Company may update this warranty policy from time to time. Products already sold remain subject to the warranty terms applicable at the time of sale. This is a parts-only warranty. UnityLab assumes no responsibility for labor, diagnostics, freight, service travel, customs duties, taxes, or costs related to servicing or installing replacement parts. UnityLab reserves the right to improve, modify, or make design changes to any Product without obligation to retrofit previously sold units.

WARRANTY PERIOD

NON-DURABLE ITEMS

The following wear components are covered against defects in materials and workmanship for three (3) months from warranty commencement: discs, diaphragms, valve and cylinder O-rings, gaskets, seals, switches, triggers, and buttons.

Normal wear and tear is not covered. Pads and covers are consumables and are excluded from warranty coverage.

FUNCTIONAL PARTS (NON-WEAR)

Non-wear functional parts are covered against defects in materials and workmanship for twelve (12) months from warranty commencement.
Cosmetic or appearance-related parts are excluded from this coverage.

STRUCTURAL COMPONENTS

Frame assemblies and base supports are covered against defects in materials and workmanship for one (1) year from warranty commencement.

REPLACEMENT PARTS PURCHASED SEPARATELY

Replacement parts purchased separately are covered against defects in materials and workmanship for three (3) months from the date of shipment. Normal wear and tear is excluded. Parts supplied free of charge under warranty are covered for the remainder of the original applicable warranty period and do not start a new warranty period.

HOW SERVICE IS HANDLED

WARRANTY COMMENCEMENT

The warranty period begins on the date the Product is first shipped from the manufacturing factory. Resale by an authorized distributor does not restart or extend the warranty period. Delivery, installation, or commissioning delays do not extend the warranty period unless otherwise agreed by the Company in writing.

TO OBTAIN WARRANTY SERVICE

The purchaser or authorized distributor must:

1. Contact support@hoffman-ny.com before carrying out any repair or replacement for which warranty coverage is requested.
2. Provide proof of purchase, the machine model and serial number or replacement part number, as applicable, and a description of the fault, with supporting photos or videos where applicable.
3. Obtain written approval before proceeding with a warranty repair or replacement.
4. If return of the defective part is required, obtain a Return Material Authorization (RMA) and return the part freight prepaid within thirty (30) days after receiving the replacement part, unless otherwise agreed in writing.

Failure to provide the required information or follow the approved claim procedure may result in denial of the warranty claim.

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WARRANTY EXCLUSIONS

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The limited warranty does not apply to:

1. Installation, start-up, training, travel, or diagnostic visits.
2. Damage caused by handling or transportation. Cosmetic or appearance-related issues must be reported within seven (7) days of delivery for review and do not automatically qualify for warranty coverage.
3. Damage or failure caused by power outages, voltage irregularities, or inadequate utilities, including electrical, steam, air, water, or drainage services.
4. Damage or failure caused by misuse, abuse, negligence, improper installation, or failure to perform required maintenance.
5. Damage or failure caused by unauthorized repairs, alterations, or the use of non-genuine replacement parts.
6. Damage or failure caused by operation in corrosive environments or contrary to the operating manual.
7. Damage or failure caused by accidents, fire, flood, pests, lightning, or other external events beyond the Company's control.
8. Damage or failure caused by incorrect electrical supply, improper plumbing, or the use of unapproved consumables.
9. Used, refurbished, display, or open-box equipment, unless warranty coverage is expressly confirmed by the Company in writing.
10. Products with serial numbers removed or altered.
11. Accessories or software not supplied or approved by the Company, and damage or failure caused by their use.
12. Normal wear and tear, routine maintenance, routine service, and pads, covers, or other consumables expressly excluded under the Warranty Period section.
13. Lost profits, downtime, business interruption, or increased utility cost.
14. Shipping or transit damage is excluded from this warranty. Such damage must be reported promptly to the carrier and the seller to coordinate the applicable freight claim.

ADDITIONAL COVERAGE CONDITIONS

Damage or failure caused by improper operation or maintenance, unauthorized repairs or modifications, or non-genuine parts is excluded. Serial numbers must remain intact and legible. Missing or damaged safety labels must be replaced before operation.

LIMITATION & LEGAL TERMS

LIMITATION OF LIABILITY

To the extent permitted by applicable law, UnityLab shall not be liable under this Limited Warranty for any indirect, incidental, special, or consequential damages, including but not limited to:

- Lost revenue or profits
- Loss of use
- Business interruption
- Damage to other equipment or property

UnityLab's total liability under this Limited Warranty shall not exceed the purchase price paid to the Company for the Product that is the subject of the claim. Nothing in this warranty excludes or limits liability that cannot lawfully be excluded or limited under applicable law.

LIMITATION OF WARRANTY SCOPE

TO THE EXTENT PERMITTED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE APPLICABLE WARRANTY PERIODS STATED IN THIS DOCUMENT.

No distributor, dealer, or service provider is authorized to extend or modify this warranty on behalf of the Company without the Company's written approval. Any additional warranty or service commitment made independently by such a party is solely that party's responsibility.

Some jurisdictions do not permit certain warranty limitations or exclusions of damages, so those limitations or exclusions may not apply to you. This warranty gives you specific rights, and you may also have other rights under applicable law. Nothing in this warranty limits rights that cannot lawfully be waived.

CONTACT INFORMATION

For warranty assistance, email support@hoffman-ny.com.

Mailing Address:

Hoffman-NY
Attn: Customer Care
11178 Route 220
Dushore, PA 18614
United States

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