



**HURAKAN**



# **Warranty & Terms**



201-402-6001



info-usa@equip.me



[www.equip.me](http://www.equip.me)

## DISCLAIMER



While we endeavor to provide accurate information in our catalog, Equip.me USA, Inc. (referred to as "Equip.me") does not guarantee the completeness or accuracy of the information contained herein. We disclaim any liability for errors or omissions in our catalog content. Variations may exist between catalog images and actual products. Equip.me and the manufacturers reserve the right to modify information without prior notice. Recipients are responsible for assessing the suitability of the information for their needs before use. Equip.me shall not be liable for any damages resulting from reliance on catalog information or associated products. All stated weights and measurements are approximate. Possession of our price list or literature does not constitute a binding offer.

## PRODUCT LIABILITY



Equip.me is not liable for any harm or injury resulting from improper or negligent use of our equipment. Equipment operation is restricted to individuals over 18 years of age, of sound mind, not under the influence of drugs or alcohol, properly trained in machine operation, and wearing appropriate safety attire. Any modifications to the equipment void warranties and may endanger users or bystanders.

## PRICES AND PRODUCT SPECIFICATIONS



Our list prices are subject to trade discounts and may be adjusted without prior notice. While we strive for accuracy, all pricing and product specifications are subject to change due to cost fluctuations or exchange rate variation. We are not responsible for pricing errors made by customers. Some listed products may be non-stock items.

## PLACING THE ORDER



Orders must meet or exceed a net minimum of \$500.00. Orders failing to meet this requirement will incur a \$25.00 handling charge. Verbal orders are susceptible to misunderstandings; Equip.me is not liable for errors in verbal orders. Please notify us promptly to cancel or modify an order. Orders already processing cannot be guaranteed for cancellation or modification. We are unable to alter orders once placed to maintain order accuracy and efficiency. Contact Customer Service to cancel an order and place a new one if necessary. Evening warehouse operations may prevent cancellation of orders already packaged for shipment. Refer to our returns procedures if an order cannot be canceled.

## PACKAGING



Equip.me reserves the right to package items as it deems suitable, safe, and cost-effective. Packaging dimensions may not accurately reflect final shipping dimensions.

## FREIGHT

Please refer to our Shipping Guidelines for information regarding freight. It's important to note that the freight program is contingent upon the carrier, and the estimated transit days provided are merely approximations. Equip.me bears no responsibility for any lost sales or financial compensation due to unforeseen delivery delays. All shipped items are subject to Declared Value, unless explicitly declined on your purchase order, in which case you must provide your carrier's account number for third-party shipping. Once the shipment leaves our warehouse, you assume full responsibility.

Any additional charges or surcharges identified by the freight company upon delivery, such as limited access or lift gate fees, will be reflected in your Equip.me invoice.

Upon receipt of an Equip.me shipment, please thoroughly inspect for external damage. If there is no visible damage to the external packaging, ensure all ordered items are present and check for any concealed damage upon opening. Should the package show signs of rough handling or damage, note it on the bill of lading before acceptance and promptly notify Equip.me within 24 hours to initiate a claim with the carrier. A detailed report on the extent of damage must be submitted within three days of delivery, as stated in the shipping documents. Equip.me cannot address claims for damaged products shipped on a collect or third-party basis. In cases of shortage or damage with such shipments, promptly notify the delivering carrier for inspection and claim filing to mitigate potential losses.

Shortage or damage in shipment does not exempt timely payment of the invoice. Equip.me cannot reimburse claims for shortages or delays caused by the carrier. By signing the delivery receipt without indicating damages, you confirm receipt of the shipment in acceptable condition.

## TAXES

Taxes are levied as mandated by local or federal law.

## PAYMENT TERMS

Payment is due in full within Net terms for accounts with approved credit. Accepted payment methods include cash, checks, and wire transfers. Visa, MasterCard, and American Express are also accepted for prepayments or within a 10-day term. A convenience fee of 2.85% will be charged on all credit card payments. Customers can also opt to pay via Electronic Funds Transfer (EFT), including ACH or Zelle E-transfer, without incurring convenience charges. Accounts without established terms require payment in advance until credit approval is obtained and accepted.

## RETURNS POLICY



Returns must be approved in writing before being accepted. A minimum return amount of \$100.00 applies. Returned items must reach Equip.me's warehouse within 30 days of purchase. To request a return authorization, please contact 1-201-402-6001. All authorized returns must be shipped prepaid. Unused products in their original packaging are subject to a 25% restocking charge. Returns of used products are subject to inspection, with a restocking charge of 50% or more possible. Certain items such as special orders, clearance items, parts, demo items, or nonstandard items are not eligible for return. Equip.me may contact customers to discuss repair costs or return instructions. After three attempts to contact the customer, the following terms apply:

- 0-7 days after contacting the customer: No storage fee
- 7-60 days after contacting the customer: \$25 storage fee
- After 60 days: Machine disposal. Equip.me contacts customers via phone call and email after repairs or providing a quote.

## WARRANTY



Equip.me offers a warranty against material and manufacturing defects, as well as defective assembly, for all products sold. Warranty periods vary by product category:

- Electrical and Gas Equipment: 1 year parts and labor
- Refrigeration:
  - 1 year parts and labor, and 5 years parts only on the compressor\*
  - 2 years parts and labor, and 5 years parts only on the compressor\*
  - 3 years parts and labor, and 5 years parts only on the compressor\*

\*Please refer to the product page for specific warranty details. All demo or used electrical equipment carries a 30-day warranty, while non-electrical equipment carries a 6-month warranty.

Equip.me offers a warranty covering the replacement of any faulty unit for a period of up to six months from the original installation date, provided that the installation and maintenance have been carried out correctly. We are responsible for replacing the defective item, but we do not cover any costs related to labor claims or subsequent damages under any circumstances.

Additionally, shelves with a Green Epoxy finish are warranted against rust formation on more than 5 percent of the shelving surface area for five years from the original installation date. Shelves with a Chrome finish are warranted against rust formation on more than 5 percent of the shelving surface area for one year from the original installation date in a dry application. Please note that Chrome finish shelves are not covered under warranty for wet applications, such as cooler or freezer installations.

By investing in our Extended Warranty program, you gain peace of mind knowing that your product is covered after the standard manufacturer's warranty expires. We will repair your covered product, including mechanical or electrical failures, at no additional cost. Our authorized Equip.me technicians will service your item. For more details, contact us at 1-800-465-0234 for a free quote.

For equipment weighing over 115 pounds (52 kilograms), we provide onsite warranty coverage for our customers or end users. For lighter products, we offer a carry-in bench warranty, which means the product must be delivered to us or one of our authorized service centers (at Equip.me's discretion), with freight prepaid, for warranty evaluation. We do not accept COD or collect shipments.

## **WARRANTY GENERAL TERMS:**



- A copy of the Bill of Sale and/or serial number is required for all warranty claims.
- On-site warranty applies to regular weekday hours. Costs associated with holidays, weekends, evenings, or rush service calls will be the responsibility of the end user or Equip.me dealer.
- Remote geographic locations may limit the guarantee to a parts-only warranty. Labor, travel, and mileage covered under warranty include straight time labor charges and travel charges within 120 miles roundtrip. Overtime, premium labor charges, and travel charges beyond this distance will not be covered by Equip.me and will be the responsibility of the requester.
- On-site warranty is not applicable for residential addresses unless otherwise specified.
- Warranty is only valid in the country of purchase.
- Equip.me reserves the right to repair or replace a product at our discretion.
- This warranty does not cover abuse, willful or accidental damage, or use of products for purposes other than their intended use.
- Tampering or modifications to products automatically void the warranty. Components subject to natural wear and tear are not covered. Other conditions that void the warranty include misuse, improper installation or maintenance, flood, fire, acts of God, altered or missing serial numbers, and unauthorized modifications or repairs.
- This warranty is non-transferable and applies only to the original user of the equipment installed by Equip.me.
- This warranty does not apply if the equipment has not been installed according to the instructions provided in the appropriate manuals.
- Unauthorized changes, alterations, modifications, or repairs using unauthorized parts will void the warranty.
- Adjustments such as calibrations, leveling, tightening of fasteners, or utility connections associated with original installation are the responsibility of the installer, not Equip.me. Regular maintenance tasks are the responsibility of the customer.
- If requested by Equip.me USA, the customer must return the failed product or part for examination to confirm material or workmanship failure.
- All parts orders are shipped via ground courier only. Additional rush shipment charges are the responsibility of the end user or dealer.

- Dealers and end users must not replace or authorize repair of Equip.me equipment without an approved return authorization number. Costs incurred in such repairs will be the responsibility of the dealer or end user.
- For an end-user onsite service call, Equip.me will require a credit card pre-authorization until the technician determines if it is a warranty repair.

This warranty and its liabilities are exclusive and replace all other warranties, express or implied, including but not limited to, implied warranties of merchantability and fitness for a particular purpose. Equip.me's liability on any claim, including negligence, is limited to the price of the equipment giving rise to the claim. This warranty is the only warranty provided by Equip.me and cannot be modified or changed by any other person acting on behalf of Equip.me.

Equip.me shall not be liable, under any legal theory, for loss of use, revenue or profit, or for substitute use or performance, or for incidental, indirect, or special or consequential damages, or for any other loss of similar type. Equip.me's liability is limited to the repair or replacement of any defective part.

## **WARRANTY ACTIVATION:**



To activate the warranty, the customer must register the equipment with Equip.Me USA within 30 days from the date of delivery.

For this purpose, the customer or a dealer must send an email to [service-usa@equip.me](mailto:service-usa@equip.me) with the following mandatory information:

- The model number and serial number (a picture of the sticker may be provided).
- Name of the business
- Contact name
- Phone number and/or email address
- Bill of Sale or Dealer Invoice indicating the Dealer name and date of sale

**⚠ Important:**

- Warranty coverage is provided only for registered equipment.
- Registration must be completed within 30 days from the date of delivery.
- Warranty starts from the date of sale as shown on the Bill of Sale / Dealer Invoice / Delivery receipt.
- Equipment not registered at the time of purchase is not covered by warranty.

## SERVICE GUIDELINES (USA):

### 1) How to request service

Email service-usa@equip.me with the subject line  
**"Service Request – [Model## / Serial#]"** and include all mandatory details below.

#### Mandatory information (required to open a case)

Unit model## and serial number

- Attach a clear photo of the serial/sticker on the unit.

Contact name and full address (service location)

- Include phone and best time to reach you.

Brief description of the problem

- When it started, any error codes, and what has been tried (if anything).

Important: Without this information, we cannot start the service case.

### 2) What happens next

#### 1. Phone confirmation & initial assessment

Our Service Technician will call to verify details and perform an initial assessment.

#### 2. On-site visit (if required)

If an on-site diagnosis/repair is needed, our service coordinator will dispatch a technician to visit your location.

### 3) Deposit & payment

- A \$200 credit-card deposit (authorization hold) is required to schedule an on-site visit.
- If the service case is approved under warranty, the \$200 hold will be released.
- If the case is not covered by warranty, the customer is responsible for all service charges, and the deposit may be applied toward the invoice.

### 4) Quick email template (copy & paste)

To: service-usa@equip.me

Subject: Service Request – [Model## / Serial#]

- Model##: [enter]
- Serial#: [enter]
- Service Address: [street, city, state, ZIP]
- Contact Name & Phone: [enter]
- Best time to call / Best time to visit
- Problem Description (brief): [enter 1–3 sentences]
- Attachments: Photo of serial/sticker (required); photos/video of the issue (optional)

Thank you!

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