

Laminex Repair Policy

1. The customer must have an account with Laminex in order to have the camera, laminator, or card printer to be repaired. If the customer does not have an account, our Customer Service group will be happy to set one up for the customer. With approved credit, we can set up an open line of credit; we also accept Visa, MasterCard, and American Express.
2. Before sending in the item for repair, please call and request a Return Material Number. When the Return Material Number is received, **please write the Return Material Number on the outside of the shipping container.** The Return Material Number will help us track the item while it is here and speed the repair process.
3. Be sure the item is packaged and secured properly when shipping to Laminex. Using the original packing material is preferred, especially for card printers. **Laminex is not responsible for damage resulting from poor or improper packaging.**
4. If the item to be repaired is under warranty, the customer will not be charged for parts, labor, or return shipping from Laminex to the customer. If the item is not under warranty, the customer will be charged for parts, labor, and shipping.
5. At the customer's request, we will provide an estimate before the final work is done and the item is returned. The customer will be called with the cost of the estimate. If the customer wants the item to be repaired, the customer shall issue a purchase order number, verbal approval, or credit card number to cover the cost and return of the repaired item. If the customer does not want the item repaired but returned, **the customer will be charged for teardown and inspection equal to an hour's labor, plus return shipping.** Should the customer wish for Laminex to discard the item, the item will be dismantled and discarded at no charge to the customer.



6. Upon receipt of purchase order number, verbal approval, or credit card number for the approved repair, the item will be repaired, cleaned, and tested. The repaired item will be returned to the customer. Shipping is extra for non-warranty repairs.

7. The repair is warranted for 90 days from the date of shipment. The warranty covers parts replaced and labor performed. If there is a perceived problem with the repaired item, **the customer must call Laminex within the warranty period** for warranty repair information.

8. Any item sent in for repair that remains unclaimed at Laminex for more than 90 days will be discarded or returned not repaired at Technical Support discretion. **Customers will be billed for an hour's labor plus shipping for times returned not repaired.**