



**Effective date: November 01, 2025**

## 1. Who Is Covered

This warranty applies only to the original purchaser named on the invoice who bought new equipment directly from Vastex International, Inc. ("Vastex") or an authorized Vastex dealer. Coverage begins on the shipping date and is not transferable.

## 2. What Is Covered

This warranty covers defects in materials or workmanship attributable to Vastex. It is the customer's responsibility to demonstrate that a failure results from a manufacturing defect rather than wear, misuse, or other excluded causes.

If a confirmed defect prevents the equipment from functioning as intended, Vastex will, at its discretion, repair, replace, or refund the defective part or equipment.

## 3. Warranty Periods

- Vastex-manufactured machines: 2 years
- Vastex-installed infrared heaters and LED light bars: 5 years
- Replacement parts: 60 days, or the remainder of the original warranty (whichever is longer)
- Exceptions: rubber blankets, seals, and exposure-unit glass — 60 days

## 4. What Is Not Covered

This warranty excludes:

- Normal wear and tear
- Misuse, neglect, or lack of maintenance
- Incorrect installation, unauthorized modification, or unapproved repairs
- Damage from environmental conditions, power surges, or shipping not affecting function
- Cosmetic blemishes
- Consumables such as filters, fuses, belts, brushes, knobs, tabs, or similar wear parts
- Electrical components once installed, unless proven defective

## 5. Service Assistance

Technical support is provided as a courtesy only, via our online service-ticket system or email (no phone support).

1. Submit a service ticket at [www.vastex.com](http://www.vastex.com) → Contact Us.
2. If a return is necessary, Vastex will issue a Return Goods Authorization (RGA).
3. When a defect is confirmed, a replacement part will be shipped at no charge (lowest-cost method).
4. If a defect cannot be confirmed, you must return the part prepaid.
  - Within the first year: confirmed defects replaced free of charge.
  - After one year: purchase a replacement; if factory testing confirms a defect, the part cost will be refunded.

## **6. Customer Responsibilities**

- Provide evidence that the issue stems from a manufacturing defect.
- Cooperate with Vastex technical support to identify the defective part.
- If remote verification is not possible, return the part or machine prepaid, or purchase a replacement subject to later refund.
- Retain proof of purchase; coverage applies only to the original, fully paid purchaser.

## **7. Limitations**

- Equipment is sold "as is," except as expressly covered above.
- Vastex is not liable for damage from accidents, misuse, or unauthorized assembly.
- Vastex is not responsible for indirect or consequential losses such as downtime or lost income.
- Some states do not allow certain limitations; these may not apply to you.

## **8. Your Rights**

This warranty provides specific legal rights; you may also have other rights that vary by state. Refer to Vastex Doc. #01-00-015 for full Terms and Conditions of Sale. Electrical components cannot be returned once installed unless proven defective or specifically authorized.



## Vastex Terms and Conditions of Sale and Limited Warranty – Rev. 2025-A

Doc.#01-00-015 Rev-A

### Preamble

These Terms and Conditions apply to all sales made by Vastex International, Inc. They outline the responsibilities of both the Buyer and Seller and describe the conditions under which our products are sold, delivered, and warranted.

### 1. Acceptance of Orders

When you place an order with Vastex, it serves as your offer to purchase under these Terms and Conditions. Once we acknowledge the order, it becomes a binding agreement. Orders cannot be canceled, changed, or reduced without our written consent. Accepting delivery of any Vastex product means you agree to these Terms and Conditions.

### 2. Conflicting Terms

If your purchase order includes terms that differ from or conflict with these Terms and Conditions, ours will apply unless we agree otherwise in writing.

### 3. Pricing, Shipping, and Risk of Loss

All prices are F.O.B. our plant unless stated otherwise. We choose the shipping method and carrier unless you specify in writing. Once the product is handed to the carrier, delivery is considered complete, and all risk of loss passes to you. If you fail to accept delivery, we may store the goods at your cost and risk, including insurance.

### 4. Payment Terms

Payment terms are listed on your invoice. Late payments may result in suspension of future deliveries or revocation of credit.

### 5. Delivery and Delays

We'll make every reasonable effort to meet your delivery schedule, but we're not responsible for delays caused by factors beyond our control—including natural disasters, government actions, labor strikes, supplier delays, or transportation issues. If such events occur, delivery times will be extended as needed. If delivery becomes impossible for reasons outside our control, your sole remedy is to cancel the order and receive a refund of any deposits or prepayments.

### 6. Price Changes and Taxes

Prices may change before your order is accepted. Unless otherwise stated, prices don't include sales, use, excise, or other taxes. You're responsible for any applicable taxes unless you provide a valid exemption certificate.

### 7. Credit and Payment Security

We may revoke or change your credit terms at any time if payment is not made as agreed or for other valid business reasons. If that happens, we may require full payment before shipping.

### 8. Limited Warranty and Liability

#### (a) Scope of Warranty

Vastex warrants that our machines are free from defects in material and workmanship for thirty-six (36) months from the date of shipment. For components with shorter manufacturer warranties (typically 12–18 months), we pass along that coverage to you.



**(b) What We Will Do**

At our discretion, we'll repair, replace, or issue a pro-rated credit for defective products once we've received your written notice and the defective part(s), freight prepaid, within the warranty period. Replacement parts may be sent C.O.D. until the defective parts are returned and verified.

**(c) Exclusions**

This Limited Warranty applies only if you've paid in full for the product. It doesn't cover misuse, improper installation, unauthorized modifications, normal wear, or damage from external causes.

**(d) Warranty Disclaimer**

Except as stated above, Vastex provides no other warranties, expressed or implied. We specifically disclaim the implied warranties of merchantability and fitness for a particular purpose.

**(e) Limitation of Liability**

Our total liability for any defective goods is limited to the selling price of that unit. We're not responsible for your manufacturing costs, lost profits, goodwill, or any special, indirect, incidental, or consequential damages arising from the sale or use of our products.

**9. Remedies and Waivers**

Our rights under these Terms are cumulative and may be used together or separately. Failure to enforce any provision does not waive our right to enforce it later.

**10. Entire Agreement and Amendments**

These Terms and Conditions represent the complete agreement between us. No change, amendment, or discharge of any part of this agreement is valid unless it's in writing and signed by both parties.

**11. Assignment**

You may not transfer or assign this agreement without our written consent.

**12. Governing Law**

This agreement is governed by the laws of the state where Vastex International, Inc. is headquartered, without regard to conflict-of-law principles.

**13. Time Limit for Claims**

Any action for breach of contract or warranty must be filed within one (1) year from the date the claim arises.

**14. Notices**

All required notices must be in writing and sent to the last known address of the other party. Notices are considered received five business days after mailing.

**15. Successors and Assigns**

These Terms and Conditions bind and benefit both parties and their permitted successors and assigns.