

J.J. Kagan Company, Inc.

Machine Repair Policy

We service what we sell.

Machine Repairs

JJ Kagan Company is committed to servicing and repairing our Ring Sizers and Ring Rollers no matter the condition or length of time in the field. All repairs are completed at our modern, ISO-certified manufacturing facility located in Southern California.

We use only OEM parts installed by our own highly-trained and qualified technicians. Our state-of-the-art quality assurance system ensures that each machine we repair passes our rigorous performance testing requirements prior to shipment. And, we stand behind our repair services. See our Machine Repair Warranty below.

Pricing

All machine repair pricing is quoted based upon the condition of your machine at the time of repair. Upon our receipt of your machine, we will examine it for functional compliance with our current manufacturer's operating standards. Any deficiencies will be noted, required replacement parts will be listed, and a complete repair estimate, including labor, will be quoted to you prior to the commencement of any work. Your written approval (repair order) will be required, along with a deposit (if required), prior to our commencement of any repair work.

There is a \$100.00 non-refundable charge to inspect your machine and generate a price estimate for repairs. This charge will be waived in the event that you decide to have your machine repaired by us.

All repair charges must be paid in full (including shipping costs) prior to our return shipment of your machine.

Our Limited Warranty for Machine Repairs

All replacement parts and workmanship related to the repair of your machine by J.J. Kagan Company is covered by our written Manufacturer's One Year limited Warranty, subject to exclusions as stated below.

In the event that you order or authorize a partial or incomplete repair of your machine, or authorize a repair that is not in accordance with our written repair recommendation and/or estimate, no warranty is offered, given or otherwise implied AND all existing warranties in effect for your machine (if any) shall be rendered null and void upon completion of the repair.

Shipping

You are responsible for shipping your machine to us for repair, properly packaged and freight prepaid; as well as for the shipping costs to return your repaired machine to you. Freight collect shipments will be refused. Ship all machines for inspection/repair to:

J.J. Kagan Company, Inc. Machine Repair Policy

J.J. Kagan Company, Inc.

Attn: Repairs

12734 Branford Street, Unit 11

Arleta, California 91331

Please be sure to include your written description of the problem and your contact information.

Contact Us

If you have any questions about our repair services or policy, contact us at **818.896.8370** or email us at **repairs@jjkagan.com**.