

Repair of In-warranty equipment

Section 7:1 Revised 08/22/2001

Most equipment is warranted by the manufacturer for a period of time against faulty parts or workmanship. Such equipment is generally supplied with a warranty card which is to be completed and returned by the requesting department to the manufacturer as soon as the equipment is received. Unless this warranty card is returned promptly, some manufacturers will not recognize their liability for the repair or replacement of the equipment.

Generally, a manufacturer is responsible for replacement or repair only if the defective equipment is returned to an authorized repair center, freight prepaid; and then sometimes only the defective part is replaced at no charge. Replacement labor costs may be charged to the customer. Fortunately, most of the companies from which the University makes purchases maintain service centers or engineers in North Carolina and will perform the necessary repairs on location without charges for either parts or labor.

A request for in-warranty service to be performed on campus is initiated by a phone call to the Purchasing Department.

A request for in-warranty service which must be performed off campus is initiated by submitting a Return Goods Notice to the Purchasing Department.