

Product Compliance Guide

Payment	We accept business checks, personal checks, money orders, American Express, Visa, MasterCard, and Discover credit cards, and bank wire transfers (call for wire instructions).
Fees	Machinery, Tooling, and Accessories used in manufacturing are usually from sales tax in our state (Iowa). A sales tax exemption certificate may be required if you are an Iowa company. Equipment purchased for personal use is subject to sales tax if you are an Iowa resident.
Shipping	We ship anywhere in the world. Small items (under 150 lbs.) can be shipped UPS. Larger items, sold in North America, are usually shipped via truck - loading at our warehouse is always free. If an item must be shipped via common carrier (enclosed truck) it must be skidded and partially crated. We are equipped to do this and will charge a small fee for this service when it is required. Common carrier is used primarily for items weighing between 150 lbs. and 2500 lbs, or items that are too small or are particularly top heavy or delicate that cannot be shipped safely on a regular flat crate for export (complete crating) or load the item or items into a container. We are very experienced in shipping large machines out of the country - we do it almost every day. There will be reasonable charges for export crating and/or containerization, based on the time and materials required.
Delivery	We ship FOB as soon as possible after receipt of payment. Personal checks, we generally ship as soon as they clear. We ship small items via UPS almost every weekday and generally ship these items within 24 hours of cleared funds (see rules above). Often with large items that must be shipped via truck, we will wait a few days to find the lowest cost - meaning we will consolidate shipments of other items going in the same general direction as to save you money on trucking. If you want expedited service where time is of the essence and money is no object, we can ship the same day we are paid. This kind of service usually will cost substantially more, but it is your call. Special preparation, such as crating, can delay shipment a day or two. Almost every item that is paid for, no matter how large or where it is going, is shipped within ten days.
Returns & Refunds	We will expect for refund any time returned within 30 days of our shipment provided the following: 1) it is returned in the same condition it was shipped (cannot use or break it and return it for refund (see warranty)); 2) it is returned freight pre-paid (you must pay the freight charges to return item to us so we can inspect product for proper refund). Refund is limited to the amount paid for the item, excluding any charges for shipping, crating, insurances, etc.
Contact	The best way to contact us is via email (customerservice@fab11.com) or via our toll free number (888-FAB-TOOL) from anywhere in the U.S. Our Fax number is 800-558-9036. We are in our office available to answer your calls and emails between the hours of 8:30 AM to 4:30 PM CST Monday through Friday. Our average length of time to respond to emails is a few hours - but allow up to 24 hours when shipping rates are requested for Domestic and Canada and 48 hours for International rates.
Warranty	Limited to one year. Fab 11 makes every effort to assure that its products meet high quality and durability standards, and warrants to the original purchaser that this product is free from defects in materials and workmanship for the period of one year from the date of purchase. This warranty does not apply to damage due directly or indirectly to misuse, abuse, negligence, or accidents; repairs or alterations outside our facility; or lack of maintenance. We shall not be liable for death, injuries to persons or property, or for incidental, contingent, special consequential damages, so the above limitation of exclusion may not apply to you. To take advantage of this warranty, the product or part must be returned to us with transportation charges prepaid. Proof of purchase, date, and an explanation of the complaint must accompany the merchandise. If our inspection verifies the defect, we will either repair or replace the product at our election or we may elect to refund the purchase price if we cannot readily and quickly provide you with a replacement. We will return repaired products at our expense, but if we determine there is no defect, or that the defect resulted from causes not within the scope of our warranty, then you must bear the cost of returning the product. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.