

Warranty & Returns

 myrosinpress.com/warranty/

No Press Left Behind Policy

Don't panic, we're here for you! Should your equipment experience any issues outside of the warranty period, we will work with you directly to determine and implement the best corrective solution. This policy also applies to non-warranty related occurrences. To implement this policy please contact us directly. We are proud of *My Rosin Press* and wish to support every customer, regardless of concern. There will be no press left behind!

Warranty Coverage

MyPress Solventless products are warrantied against defects in material and workmanship. Warranty is void if equipment has been damaged by accident, unreasonable use, neglect, unauthorized and/or improper service, or other causes not arising out of defects in material and workmanship. This warranty does not cover damage caused by normal wear and tear, neglect or lack of proper maintenance. This warranty is for the original purchaser/owner only, it is not transferable.

Warranty Duration

There is a ONE (1) YEAR warranty on major components, circuit boards and all other components due to failure from manufacturer defect.

Warranty Performance

During the warranty period, and in the event that a situation cannot be resolved by telephone/email and upon PRE-AUTHORIZATION from MyPress Solventless, equipment must be shipped, freight prepaid to MyPress Solventless for service in the original packaging or equivalent. After 30 days, all shipping and insurance expenses to and from MyPress Solventless of in-warranty equipment is solely the responsibility of the customer. Prior to 30 days the shipping costs will be refunded if MyPress Solventless deems the equipment to be defective as stated. MyPress Solventless cannot be held responsible for improper handling or any other damage incurred in transit. No charge will be made for labor and components for repair of in-warranty equipment. OUT-OF WARRANTY machines will be charged at the repair rates in effect at the time the machine is received.

Warranty Disclaimers

MyPress Solventless shall not be liable for loss of use of equipment or other incidental or consequential costs, expenses, or damages incurred by the original purchaser or any other user. The above warranty provisions constitute the entire agreement between all parties, and supersede any and all prior written and/or oral representations and

understandings. This “Limited Warranty” applies to all MyPress Solventless equipment. However, the procedure for obtaining service may vary outside the continental United States. Contact your MyPress Solventless representative for warranty information. The purchaser is responsible for compliance with all local laws, regulations and measure. Agreement shall be governed by and construed in accordance with all applicable laws of said region.

If you believe you have a warranty related concern please send us a message by [clicking here](#)

Returns

With receipt or proof of purchase, MyPress Solventless will accept returns within 30 calendar days of delivery of item(s). Item(s) being returned must be; new, unused, and in the original packaging. Customers must contact MyPress Solventless to obtain an RMA# prior to returning item(s). MyPress Solventless is not responsible for the return shipping expenses. It is the customers responsibility to properly package and insure return shipments. MyPress Solventless will examine all returns within 4 business days of receipt of the return. Eligible returns will receive refunds to the original method of payment. Refunds are only available for items purchased, original shipping costs are non-refundable.