

HOW A WARRANTY IS PROCESSED

1. Customer contacts J&J with warranty problem. Product warranty department or parts department gathers information and makes arrangement to send needed replacement to customer. Parts department also gives customer RMA # (Return Merchandise Authorization) at that time. (Please note: RMA # must appear on returned goods package. Goods may be refused if no RMA# is present.)
2. Replacement goods are shipped AND ACCOUNT IS CHARGED according to established account terms, i.e. net 30, credit card, C.O.D. etc. J&J pays for most economical shipment method. If customer desires faster service, customer account will be billed for difference.
3. Customer returns warranty parts at their expense to J&J with RMA # on outside of package. Warranty manager inspects goods and will...
 - Authorize credit to customer's account in the amount charged for replacement. (Cash refunds are not given on warranty items
 - If part is not warrantable because of normal wear and tear, damage by accident etc. (see limited warranty for details), warranty will be denied and no credit will be issued and shipping charges will be billed.

Please make sure you return goods using a traceable and insured method. Items lost or damaged in transit cannot be the responsibility of J&J.

Follow this simple procedure and warranty goes smoothly. We very seldom refuse to warranty an item. Problems come from short paying statements or refusing to pay for new replacement items. The most common reason for a customer not receiving credit is failure to return warranty item to J&J. If we do not receive the item, we cannot get credit from our vendors and therefore cannot issue credit to you, the customer.