



PROCEDURE FOR WARRANTY CLAIM

In the event our product malfunctions, and you feel the cause of the problem is due to a defect in materials or workmanship, please follow the following procedure:

1. **DO NOT disassemble the swivel as this will negate any warranty consideration. Likewise, evidence of tampering will also negate warranty.**
2. Determine the age of the swivel by the date code. This is stamped on the bearing retainer plate and the wrench flat near the swivel inlet, in the case of SMAC-series swivels, and on the main housing next to the set-screw, in the case of JO-1 swivels. Call us or the company you purchased the swivel from, and advise the date code.
3. If the date code indicates the swivel is less than one year old, we will issue a Returned Goods tag. This tag is normally issued to the company that originally purchased the swivel. The RG tag must accompany the swivel that is returned.
4. Once received, we will inspect the swivel for failure cause. If we determine that the cause of failure is due to a defect that originated at the factory, we will either replace the swivel or repair it, at our cost.
5. If the swivel has been taken apart, for any reason, before it is received at our factory, we may opt to try and determine cause of failure but cannot repair or replace it at our cost.

Please follow the above outlined steps to enable us to give you the best service possible.



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