



135 Merchant St # 150 * Springdale, OH 45246 * 1-800-543-1908

Policy and Procedures:

LABELER WARRANTY AND REPAIRS

All Garvey Labelers are covered by a limited warranty per the below schedule, labelers outside the warranty period can be repaired for a nominal fee. The customer is responsible for sending the labeler to Garvey for repair. The warranty will be void if the labeler is abused, missing key components, modified from its original state or has utilized labels other than genuine Garvey labels

G Series Labelers	• Five (5) Years
1910 Labelers	• Five (5) Years
Impressa Series	• Two (2) Years
Freedom Series	• One (1) Year
Consecutive Labelers	• Two (2) Years

RETURNS

- We strive to deliver the highest quality products and services to our customers. If you find any part of your received order to be incorrect or defective, please contact Garvey's Customer Service Department at 1-800-543-1908. Be prepared to provide your PO Number, Garvey's Customer Order Number, and a detailed description of the problem. Samples of defects may be necessary. Items returned with additional markings not needed for shipment, will be refused.
- Shipping errors must be reported to an authorized Garvey representative within 72 hours of receipt for a no hassle return. After that time, proper acceptance and paper work must be completed before the return will be accepted.
- After sixty (60) days, product can not be returned for any reason.

ORDER CHANGES & CANCELLATION:

- Any canceled stock orders will be subject to a \$25.00 cancellation fee and/or a 25% restocking fee, and a charge for any additional costs that have been incurred by Garvey during the fulfillment of the order.
- Custom orders can not be canceled for any reason after production of the order is initiated.
- If changes are needed after order has been acknowledged, Garvey will make every effort to accommodate the customer, prior to production. Additional fees may apply.