



**CAMPUS PRODUCTS INC**  
2871 Brighton Road, Oakville ON  
L6H 6C9 Canada  
info@cpishine.com | 905.829.2355

## **CAMPUS PRODUCTS INC Warranty and Return Policy**

### **Warranty Policy**

Campus Products Inc. (CPI) warrants its equipment to be free from defects in material and workmanship under normal use and service for a period of **one (1) year** from the date of original purchase. This warranty applies to all CPI products with the following conditions:

#### **GP5 Model – Bench Warranty**

- The GP5 model is covered under a **one (1) year bench warranty** for parts and labor.
- Under a bench warranty:
  - The customer is responsible for delivering the unit to an authorized CPI service center.
  - CPI will cover repairs or replacement of defective parts and labor performed at the service center.
  - This warranty **does not include transportation, removal, or reinstallation of the unit.** The customer is responsible for all costs associated with shipping or delivering the unit to and from the service center.

#### **General Coverage (All Models Except GP5)**

- **Parts and Labor Coverage:** One (1) year warranty covering parts and labor.
- This warranty applies to defects reported within one year of the original invoice date.
- CPI will repair or replace, at its discretion, any part proven defective within the warranty period.

#### **Exclusions from Warranty**

This warranty does not cover:

- Damage caused by misuse, abuse, improper installation, or unauthorized repairs.
- Normal wear and tear, including but not limited to brushes, belts, and other consumable parts.
- Equipment not installed or operated according to CPI specifications and guidelines.
- Damage caused by shipping, acts of nature, or circumstances beyond CPI's control.

#### **Warranty Service**

To obtain warranty service, the customer must contact CPI for authorization and instructions. Unauthorized repairs or service may void this warranty.

If you have any warranty questions or issues, please call 905-829-2355.



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## **Return Policy**

CPI accepts product returns under the following conditions:

### **1. Return Window:**

- Returns must be requested within **ten (10) days** of receipt of the product.

### **2. Eligibility:**

- Only unopened equipment in its original packaging and condition will be accepted.
- Products must be returned in the original box with all accessories and documentation.

### **3. Return Authorization:**

- All returns require prior approval and a Return Merchandise Authorization (RMA) number issued by CPI.
- Returns without an RMA will not be accepted.

### **4. Return Fees:**

- A **20% restocking fee** will be applied to all returned items.

### **5. Shipping Costs:**

- The customer is responsible for all shipping charges for the return, including outbound and inbound freight.
- For international returns (e.g., returns to Canada), the customer is also responsible for any applicable duties, taxes, or customs fees.

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## **Limitation of Liability**

CPI's liability under this warranty is limited to the repair or replacement of defective parts as described above. CPI shall not be liable for any indirect, incidental, or consequential damage arising from the use of its products.