

LOTOS Return Form

Policy: Warranty only covers the machine's electronic parts, which does not include any of its mechanical parts, torches, consumables, and or regulators. Warranty only covers the labor and parts fee, customer shall pay **two-way** shipping fees. Warranty is not transferrable. Refund is only available for DOA (dead on arrival) items returned within 30 days from the original date of purchase. DOA must be claimed within 5 days after machine is received. A 20% stocking fee will be charged for any item used and returned within 30 days. Original shipping fees are non-refundable. This return policy only applies to U.S. customers. For international customers, please contact us for more details. In some cases, the machines might be swapped with a similar refurbished machine model, and the front panel may be slightly different. If the machine is out of warranty, please purchase our repair service at www.uwelding.com/category-s/1844.htm

This warranty will only be applicable to damaged machines with genuine LOTOS consumables. If you have used a consumable(s) not belonging to LOTOS, which caused your machine to break, the warranty would be non-applicable. You would either have to pay for our services or the machine will be returned to you without having been fixed.

Please fill out the following form accurately in legible writing. Warranty will be voided upon any falsified information.

Step 1: Please include the **completed form** and **a copy of the original receipt in an envelope** on the **outside of your returned package**, attached to the upper right corner of the outer box packaging, and

Ship item(s) to:

Lotos Return
1155 Tasman Dr.
Sunnyvale CA, 94089

Note: **Box will be rejected if this form and a copy of the receipt are not in an envelope attached to the outer box packaging.**

Step 2: Please purchase the return shipping/handling/insurance fee for the warranty service fee at:

www.uwelding.com/category-s/1844.htm

Customer Name: _____

Product/Model#: _____

Shipping Address:

E-mail:

Phone Number:

Alternate #: () _____

Payment Type & Amount

Machine Serial #:

(USD) i.e Paypal/Credit:

Date of Purchase:

Location where purchased:

*** FOR REPAIR, PLEASE SEND THE TORCH WITH THE MACHINE**

Is this a return for a replacement, repair or refund?

Repair Replacement Refund

What is included in the packaging? (note: if you installed your own plug, please remove the plug before shipping back.)

The main reason for product failure: _____

I certify that all above information is accurate and will follow Lotos return/warranty policy

Signature: _____ **Date:** _____