



COMMERCIAL CONDITIONS FOR OUT-OF-WARRANTY REPAIRS NG Toolholder SRL and Third-Party Products

1. Scope of Service

These commercial conditions apply to out-of-warranty repair, inspection, evaluation, refurbishment, and maintenance services performed by NG TOOLHOLDER for:

- NGT live & static toolholders and accessories
- Mechanical, driven, or static toolholders from other manufacturers
- Similar industrial tooling products accepted for service evaluation

The manufacturer reserves the right to refuse repair services for products that are excessively damaged, modified, incomplete or technically unsuitable for repair.



2. Repair Request Procedure

Before sending a product for repair, the customer must:

- Contact NG TOOLHOLDER or an authorized service representative
- Request repair approval and provide preliminary information regarding the defect-> **NGT Service Form on website section SERVICE**
- Propose a shipment date when requested
- Complete the Service Request Document ->**NGT Service Form on website section SERVICE**

All products returned for repair must:

- Be properly packed to prevent transport damage
- Be clean and free from excessive oil, chips, coolant residues, or contamination
- Include a detailed description of the malfunction and operating conditions -> **NGT Service Form on website section SERVICE**
- Include customer contact details and identification data



Products received without sufficient information may lead to delays in diagnosis and repair.

3. Inspection and Evaluation Fee



For NGT products outside the warranty period, an inspection and evaluation fee may apply.

Standard evaluation fee:

- EUR 30 per NGT toolholder**
- For third-party products, the evaluation fee may vary depending on product complexity and condition but no more than 75 EUR**

The evaluation fee covers:

- Product disassembly Cleaning part ,Technical inspection ,Failure analysis , Preparation of the repair quotation.
- If the customer accepts the Repair Offer and issues a Repair Order, the evaluation fee may be partially or fully waived.



If the customer does not accept the Repair Offer, or if the product is considered technically or economically unsuitable for repair, the product may be returned to the customer in disassembled condition.



4. Repair Quotation and Approval

After inspection, NG TOOLHOLDER SRL will issue a Repair Offer including:

- Description of detected defects
- Recommended repair operations
- Components to be replaced
- Estimated man power repair cost
- Estimated delivery time

No repair work will begin without customer approval.

If the quotation is rejected:

- The product may be returned disassembled if reassembly is not technically justified
- Return transport costs shall be borne by the customer
- Inspection and handling costs remain payable in conformity with paragraph 3.



5. Conditions Excluded from Repair Warranty

The repair warranty does not cover failures resulting from:

- Improper use or negligent handling
- Operation outside technical specifications
- Lack of maintenance
- Incorrect installation or alignment
- Collision damage or overload
- Use of contaminated or unsuitable coolant
- Unauthorized disassembly or repair attempts
- Use of non-original spare parts
- Normal wear of bearings, seals, gears, or rotating components

Products modified by unauthorized personnel may be refused for service.



6. Repair Warranty

Repairs performed by NG TOOLHOLDER SRL benefit from a limited repair warranty covering only the repaired or replaced components.

Unless otherwise agreed in writing:

- The repair warranty period is 3 months from the repair delivery date

The repair warranty becomes void in case of:

- Improper operation
- Incorrect mounting
- Unauthorized intervention after repair
- Failure to follow operating instructions

Normal wear does not constitute a warranty claim.



7. Third-Party Products

Repairs performed on products manufactured by third parties are carried out on a best-effort basis. NG TOOLHOLDER SRL:

- Cannot guarantee the availability of original spare parts
- Cannot guarantee restoration to original manufacturer specifications
- Is not responsible for undocumented previous repairs or hidden defects

Where original parts are unavailable, equivalent components may be proposed subject to customer approval.



8. Transport and Risk

All products are transported at the customer's risk unless otherwise agreed in writing.

The customer is responsible for:

- Proper packaging
 - Insurance during transport
 - Transport costs to and from NG TOOLHOLDER SRL
- Any transport damage must be reported immediately to the carrier.

9. Limitation of Liability

NG TOOLHOLDER SRL liability is strictly limited to the value of the repair service performed.

The manufacturer shall not be liable for:

- Production losses
- Machine downtime
- Loss of profit
- Damage to workpieces
- Damage to machine tools or surrounding equipment
- Indirect or consequential damages



The customer remains responsible for verifying product suitability before operation.

10. Repair Refusal Rights

NG TOOLHOLDER SRL reserves the right to refuse repair services in cases including, but not limited to:

- Severe structural damage, Unsafe or contaminated products; Missing essential components
- Products previously modified without authorization; Economically unjustified repairs

11. Applicable Law

These commercial conditions are governed by the laws applicable in Romania.

Any disputes arising from repair services shall be settled amicably whenever possible. If no agreement can be reached, disputes shall fall under the jurisdiction of the competent Romanian courts.

12. Contact Information

NG TOOLHOLDER SRL; VAT:RO42667060

Str. Victoriei, No. 22515600 Cugir, Alba, ROMANIA

Thank you again for choosing our products!

For further technical information, updates, and service support,

please visit our website: www.ngt-tools.ro

For any inquiries or assistance, please contact us at:

office@ngt-tools.ro

service@ngt-tools.ro



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