

GMP Out-of-Warranty Flat Rate Repair



A member of the **KLEIN TOOLS**  Group of Companies

Under this service, every Lasher that comes to GMP will be Repaired for one flat model specific rate, listed in the “Out-of-Warranty Flat Rate Repair Price Policy” below:

Our Repair Process Includes the Following:

1. Each unit is completely disassembled and cleaned
2. All components are inspected for wear or damage and replaced if they do not meet our strict OEM specifications
3. All rubber and urethane drive components are ALWAYS replaced
4. Each lasher is reassembled using the same process and standards as every NEW GMP Lasher is built
5. Finally, each repaired lasher is tested using the same process and equipment as every new GMP Lasher

Procedure for sending your Lasher in for Repair

1. You are responsible for the shipping cost to get your lasher to us for repair. Please send to the following address:

**General Machine Products (KT), LLC
3111 Old Lincoln Highway
“Attention Repair Department”
Trevose- Feasterville, PA 19053 USA**

Please Note: GMP is NOT responsible for your lasher until we receive and sign for at our shipping dock. We recommend shipping with “SIGNATURE REQUIRED”. Please provide shipment tracking number to your customer service representative with repair number reference once shipped.

2. **Please, no packing peanuts.** Not only are they terrible for the environment but they are a pain to clean up after we open your box.
3. Please return all parts that were originally sold with the lasher.
4. Fill out the **BELOW** form and include a copy with the lasher, submit completed and signed form to customer service. They will return form to you with Repair No. and Repair lead time.
5. Before sending your lasher in, you must receive a completed repair request form back from customer service INCLUDING your Repair No. Please include a copy of form with each lasher that is being sent in for Repair.
6. Failure to attach a completed Repair Request form (including repair number from customer service) to your lasher, may result in a \$150 processing fee
7. A Repair Customer Service Representative will notify you via email when your lasher is received

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Out-of-Warranty Flat Rate Repair Price Policy

Model	Flat Rate Repair Price
C/C2 Lasher	\$2,040
Super G	\$6,550
J/ J2 Lasher	\$2,400
Apollo Lasher	\$3,085

Lashers will be repaired for this flat rate, regardless of the issue, up to a parts and labor retail value of what we consider to be BER (Beyond Economic Repair). These BER values are listed in the table below:

Model	BER (Beyond Economic Repair) Value
C/C2 Lasher	\$3,375
Super G	\$10,495
J/ J2 Lasher	\$4,025
Apollo Lasher	\$5,050

If a lasher comes in for repair and is deemed to be Beyond Economic Repair (parts and labor cost is above the BER value listed in the BER chart above), the customer will be notified. These units can still be repaired; however, a new flat rate costing structure will apply, seen below.

Model	Flat Rate Over BER Value
C/C2 Lasher	\$4,725
Super G	\$14,695
J/ J2 Lasher	\$5,635
Apollo Lasher	\$7,070

If a customer decides they do not want to repair a unit that is BER, return shipping is paid by the customer.

Conversions:

If customer required conversion from J2 to J2B, pricing is listed below. We no longer repair C lashers, however conversion from C to C2 price is listed below

Model	Flat Rate Over BER Value
J2 to J2B	\$2,750
C to C2	\$3,060

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Flat Rate Repair Disclaimers:

- Shipping to GMP is Paid by customer with **“SIGNATURE REQUIRED”**
- If Lasher is Repaired (BER or Not), then return shipping to customer is included in the Flat Rate Price (international shipping rates apply)
- If lasher is BER and customer does not want unit to be repaired, then return shipping is paid by customer
- We are no longer repairing G lashers, ONLY SUPER G. Select repair parts for G lashers may still be available, check with your customer service representative for G Lasher parts you may need.

Payment

- P.O.- Submit P.O. documents to customer Service Rep at time of submitting Repair Request Form
- Credit Card- To Pay By credit card, 50% of your respective lasher cost will be charged before the unit is repaired, the remaining 50% will be charged before shipping. A customer service representative will reach out to you to collect payment before repair is started.
- Check- Check must be mailed to GMP Finance Department (contact customer service for address) at time of sending in lasher. Lasher will not be repaired until check has cleared.

For inquiries or questions about our repair services or lead times, please contact either one of our repair service representatives:

Brian Rodgers – Service Representative, T: 215-357-5500 x96291, brodgers@gmptools.com

Kyle Haywood – Customer Service Representative, T: 215-357-5500 x96245, khaywood@gmptools.com

****PLEASE PRINT, FILL OUT INFORMATION BELOW, AND SUBMIT TO CUSTOMER SERVICE. THEY WILL RETURN TO YOU WITH REPAIR NUMBER AND LEAD TIME AUTHORIZING YOU TO SEND IN YOUR LASHER. PLEASE INCLUDE THIS COMPLETED FORM WITH REPAIR NUMBER INSIDE YOUR LASHER BOX WHEN SHIPPING TO GMP FOR REPAIR. THIS INFORMATION WILL BE USED TO CONTACT YOU ABOUT THE STATUS OF YOUR REPAIR.**

CONTACT NAME: _____

COMPANY (IF APPLICABLE): _____

COMPANY RETURN TO ADDRESS: _____

PHONE NUMBER: _____

EMAIL ADDRESS: _____

LASHER SERIAL NUMBER: _____

****LASHER REPAIR NO.:** _____

PLEASE DESCRIBE PROBLEM YOU ARE EXPERIENCING:

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**** PLEASE NOTE- By sending your lasher to GMP for Repair and signing below you are agreeing to the Flat Rate price for your model listed below:**

Model	Flat Rate Repair Price
C/C2 Lasher	\$2,040
Super G	\$6,550
J/ J2 Lasher	\$2,400
Apollo Lasher	\$3,085

**** A GMP REPAIR SERVICE REPRESENTATIVE WILL CONTACT YOU IF YOUR LASHER REQUIRES REPAIR BEYOND THE BER VALUE!**

Name: _____

Title: _____

Signature: _____ Date: _____

Shipping Address to Send your Lasher:

General Machine Products (KT), LLC
3111 Old Lincoln Highway
“Attention Repair Department”
Trevose- Feasterville, PA 19053 USA
Tel: +1.215.357.5500
Fax: +1.215.357.6216
Email: info@gmptools.com
www.gmptools.com