

Extended Warranty

Paper Shredders & Disintegrators



Thank you for the opportunity to present our warranty program options. While we take great pride in supplying high quality products, if you want the added security of a longer warranty, SEM recommends one of the many options listed below.

Standard Warranty

SEM provides a standard warranty from the date of shipment that the product will be free from defects in material and workmanship when used under normal operating conditions. Excluded from warranty coverage are normal wear items and electrical components. These exclusions include but are not limited to knives, cutters, belts, chains, switches, PC boards, optics, and other electrical contacts. These items are not included for consideration unless the components are deemed defective.

Any purchased part used in the assembly of a SEM system will carry the manufacturer's original warranty for the original SEM customer. Warranty does not cover damages by freight handlers, misuse, neglect, acts of nature, unauthorized modifications, or the use of other than the SEM factory components/parts.

The standard warranty for a SEM high security paper shredder is 1 year parts / 90 days labor.

The standard warranty for a SEM paper disintegrator is 5 years parts / 90 days labor.

Extended Warranty

An extended warranty is available at the initial time of the machine purchase or within 90 days after the unit has shipped. An extended warranty "extends" both the Parts and Labor portion of the standard warranty as follows:

| ITEM | WARRANTY | PARTS | LABOR |
|----------|---------------------------------|---------|----------|
| | Standard: Included with Machine | 1 YEAR | 90 DAYS |
| EW1:xxxx | 1 Yr Extended Warranty | 2 YEARS | 180 DAYS |
| EW2:xxxx | 2 Yr Extended Warranty | 3 YEARS | 270 DAYS |
| EW3:xxxx | 3 Yr Extended Warranty | 4 YEARS | 360 DAYS |

Warranty Process

Warranty is conditional on notification to SEM's Customer Service Department by calling 800-225-9293. SEM will attempt to resolve the problem over the phone. If unable to do so and the shredder is within the labor warranty, SEM will contact an authorized service representative. The replacement part will be sent to the service representative. Upon receipt of the part, the service technician will contact the end user and make arrangements for the at-site service call.

If the product is "out of the labor warranty", SEM will provide the user with the option of using an SEM Service Technician at a pre-established Labor Rate and execute the service similar to the "In Warranty" Process.

The user will also be provided the name of an authorized service representative to contact on a direct basis in order to negotiate their own rate. If they select their own service provider, the end user will be sent the replacement part. Upon receipt of the part, the end user will contact their authorized service rep. to arrange for the at-site service.

If the part is deemed defective, the end user will be responsible to return the defective part within 30 days and be credited accordingly.

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