



Turn To The Industry Experts

Mold Lock & Cycle Counter Products Lifetime Warranty

PCS Company ("PCS") warrants our Lock products performance for the life of the injection mold. Provided that all warranty conditions below have been met, PCS will replace a lock if, in PCS' sole determination, the lock did not conform to PCS specification or is defective, at PCS expense. PCS makes no other warranties whatsoever, whether expressed or implied, with respect to the locks including any warranty of merchantability, or arising from a course of dealing, course of performance, law, usage, trade practice or otherwise, which are hereby excluded to the extent allowed by applicable law and are expressly disclaimed by PCS.

This warranty is limited to the original purchaser of the mold (OEM), injection molder or the mold builder and lock from PCS.

Liability is limited to the cost of the replacement lock only, and does not extend to any indirect, incidental, consequential, or special damages occasioned by such defect or wear, including without limitation damage to the mold or machine, loss of machine use, inconvenience, loss of good will, lost profits, or down time. PCS does not warranty any causes beyond its control.

Additional Conditions of this warranty:

1. The lock must be installed properly
2. The lock may not be exposed to corrosive chemical agents or gases, abrasives, dust, dirt, modified, or subject to abuse.

Return / Replacement Policy:

Should a malfunction occur, contact PCS via returngoodsrequest@pcs-company.com or call 1-800-521-0546. PCS requires submission of the sales order number, the customer purchase order number, and an explanation of the failure experienced. Submission of photos and any product design information will aid in the evaluation process. An RGA # will be issued to retrieve the malfunctioning lock(s).

The lock(s) are to be sent to PCS Company – 33835 Riviera Dr. Fraser, MI 48026 with the assigned RGA # clearly written on the package. PCS will provide replacement lock(s) and will cover standard freight costs in both the return and replacement shipments. PCS will not be held responsible for freight costs on expedited deliveries.

Upon receipt of the returned lock(s), PCS Company will conduct an evaluation to identify the cause of the failure. If the warranty conditions herein were adhered to and a defect is identified in the evaluation, PCS will, in its sole discretion, issue a credit for the defective lock(s) purchased.

PCS Company reserves the right to modify or eliminate this warranty for subsequent lock purchases customers.