

Tocho Marking Systems, Inc.

service_rev.2607E

Return, Repair, and Warranty Policy

Returns

If you wish to return a purchased product, please contact us before returning the product. Returns will be accepted only if all of the following conditions are met:

1. The return request is made within 7 days of receipt of the product.
2. The product has not been used.
3. The product, accessories, packaging materials, and other items are in the same condition as when purchased.
4. The return has otherwise been approved by our company.

For returns due to customer convenience or reasons not attributable to our company, a 20% restocking fee will be charged based on the purchase price of the product. The customer is also responsible for all return shipping costs and any other expenses associated with the return.

If the product has an initial defect, was shipped incorrectly, or was damaged during transportation, please contact us. After reviewing the circumstances, we will provide a replacement or repair as appropriate.

Please note that the following products are not eligible for return, even if the request is made within 7 days of receipt:

1. All Stamping products, including Numbering Heads.
2. Products customized to the customer's specifications.
3. Special-order products for which drawings or specifications have been mutually agreed upon.
4. Products that have been used.
5. Consumable items specified in the instruction manual.

Warranty

During the warranty period (one year from the date of purchase), we will repair or replace the product free of charge if a defect occurs under normal use in accordance with the instruction manual and other provided documentation.

For certified pre-owned products sold directly by our company, the warranty period is six months from the date of purchase.

Warranty Exclusions

Even during the warranty period, the warranty does not cover the following:

1. If the warranty documentation has been altered or tampered with.
2. If the warranty documentation does not correspond to the product.
3. If the serial number marked on the product is missing or has been altered or tampered with.
4. If the product has been modified, adjusted, or had parts replaced by anyone other than our company.
5. If non-genuine parts not supplied by our company have been used.
6. Repair or replacement of consumable items specified in the instruction manual.
7. Failures or damage resulting from improper use or connection to external equipment, such as a PLC.
8. Failures or damage caused by external factors during use, including dropping, impact, electrical overload, or the introduction of liquids or foreign substances.

Chargeable Repairs

1. Repairs required after the warranty period has expired, or repairs that are not covered under the warranty, will be provided on a chargeable basis. Please complete the attached Failure Report Form and contact our Support Department.
2. If you send the product to us for repair, you are responsible for the shipping costs to our facility. The cost of return shipping from our facility will be included in the repair quotation.
3. To prevent damage during transportation, please use the original box and packaging materials provided at the time of purchase. We also recommend using a shipping carrier that provides shipping insurance and tracking information. We cannot be held responsible for damage or loss that occurs during transportation.
4. For chargeable repairs, we will provide a repair quotation in advance and proceed with the repair only after receiving your approval. If you decide not to proceed with the repair after receiving the quotation, we will return the product in its existing condition. In such cases, a separate diagnostic/inspection fee, as specified in the quotation, and the return shipping cost will be charged.
5. Before sending the product to us, please make sure to back up any data and files at your own responsibility. All stored files and data may be deleted during the repair process. We do not guarantee or assume responsibility for the contents of any data or files.
6. Replaced parts and products that are completely replaced during the repair process will be disposed of by our company as appropriate and will not be returned to the customer.
7. If the original repair quotation needs to be revised due to circumstances identified during the repair process, we will provide a revised quotation and proceed with or continue the repair only after receiving your approval. If you cancel the repair after receiving the revised quotation, the repair work will be discontinued and the product will be returned to you. In this case, the original diagnostic/inspection fee will be charged.
8. Repairs are covered by a 3-month warranty from the date the repaired product is shipped. However, this warranty does not cover failures or defects in areas or components other than those that were repaired.

Warranty Coverage

This policy applies to products purchased within Japan.

For products purchased in Japan and subsequently used overseas, please refer separately to “Use of Products Purchased in Japan Outside Japan.”

Disclaimer

To the extent permitted by applicable law, our company shall not be liable for any damages other than damage to the product itself arising from product failure or repair.

Such damages include, but are not limited to:

1. Losses resulting from production downtime.
2. Loss of profits.
3. Loss of data.
4. Other indirect or consequential damages.

Failure Report Form

Please provide as much detail as possible. After completing this form, please send it to our Support Department.

Email: support@tokyo-chokoku.co.jp

Date: mm / dd / yyyy

Company Name		Distributor / Dealer Purchased From	
Contact Person		Contact Phone Number	
Purchase Date	mm / dd / yyyy	Email Address	

Model	☐ MarkinBOX Series Marking Head S/N No.
	Controller: ☐ MB1 ☐ MB2 ☐ MB2S ☐ MB3 S/N No.
	☐ Patmark Series S/N No.
	☐ MarkinLASE / HubLASER Series S/N No.
Rotary Chuck Device	☐ Rotary Chuck Device S/N No.
Solenoid Type	☐ Standard ☐ BSD
Accessories	
Workpiece Type	Material, Shape etc.
Head Mounting Direction	☐ Standard (marking from above) ☐ Horizontal (marking from the side) ☐ Reverse (marking from bottom)
Method of Use	☐ Automation ☐ Offline ☐ Semi-automatic If semi-automatic, please provide details: If automation, communication method: ☐ RS-232C ☐ D.I/O ☐ USB ☐ LAN ☐ Other:
Detailed Description of the Problem	<i>If you can provide photos or videos, we may be able to provide a more detailed response.</i>

Contact

Tocho Marking Systems, Inc. – Support Dept. - 87-378 Yachimata-ro, Yachimata-shi, Chiba 289-1144, Japan

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