



Shipping warranty

If an ATM arrives and the container shows visible signs of shipping damage or abuse, please follow the steps below:

- 1. Inspect all shipping containers thoroughly.**
- 2. Notify the delivery driver of the damage and note the damage on the bill of lading. If damage is severe you have the option to refuse product due to damage.**
- 3. Notify your dealer/distributor right away.**
- 4. Note any visible damage and take pictures of the damaged area (if possible).**
- 5. Save the packaging materials for inspections or the return of the ATM.**
- 6. Distributor must immediately notify Tranax Technologies at 1-888-340-2484.**

If the ATM is damaged and there are no visible signs of abuse on the shipping container (broken bezel or damage on the ATM itself) follow steps 3 through 6.

Claims of shipping damage must be reported to Tranax within 7 days of receipt at the original shipping destination. Once Tranax is notified of any damage, a claim will be initiated. The Freight Company will contact the receiver at the shipping destination to schedule an appointment to do an inspection of the ATM.

Tranax is only responsible for shipping damages on ATM's shipped from Tranax to the original shipping destination. Any ATM that is relocated from the original Tranax shipping destination voids all claims of shipping damages and becomes the sole responsibility of the reseller and or distributor.