



ALA INDUSTRIES LIMITED

1150 Southpoint Circle, Suite D
Valparaiso, Indiana 46385-6236
Toll Free (877) 419-8536 • Tel. (219) 465-4197 • Fax (219) 477-4194

WARRANTY PROCEDURE

ALA Industries, Bear Fluid Power and Yuken Kogyo Co., Ltd. are partners in the warranty process. All warranty evaluation and service will be carried out by Bear Industries Group. The following outlines the warranty procedure for Yuken products distributed by ALA Industries Limited.

ALA Industries Limited 1150 Southpoint Drive, Suite D Valparaiso, IN 46385-6236 PH#: 877-419-8536 Fax#: 219-477-4194 Attn: Veronica Hagen Email: veronica@yuken-usa.com	Bear Industrial Group, LLC 155 Madison Ave Mount Clemens, MI 48043 Tel: 586-792-2800 Fax: 586-792-2882 Attention: Jessie Ellis Email: Jessie@bearig.com
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Initiate a Claim

To initiate a warranty claim, the customer is required to:

1. Request and acquire an RGA number from ALA Industries
2. Ship product(s) prepaid to Bear Industrial Group at the above address.
3. The following must accompany the product to Bear Industrial Group:
 - a. A document with the RGA number,
 - b. The name of the ALA Personnel that issued the RGA
 - c. A completed warranty questionnaire form with a complete description of the defect
4. Upon receipt of the product one of the following scenarios apply:
 - a. Scenario A – Valve is NOT found defective
 - i. The customer will be responsible for any inspection fees and freight charges.
 - ii. The product(s) will be returned to the customer.
 - b. Scenario B – Valve IS found defective, and not under warranty
 - i. The customer will be responsible for any inspection fees and freight charges.
 - ii. The customer will then be given a quote by Bear Industrial Group on costs to repair the valve, or in cases where the product is found to be Beyond Economical Repair, the customer will be given a quote on replacement.
 - iii. Any decisions to repair or scrap the component at this point will be determined by direct communication between the customer and Bear Industrial Group. It is not required that ALA Industries mediate or moderate the continued service to products not found defective and not under warranty.

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- c. Scenario C – Valve IS found defective, and IS under warranty
 - i. Yuken/ALA Industries will be responsible for all inspection and freight charges, with the exception of expedited or next day shipping. The valve will be repaired or replaced (At ALA's discretion) and returned to the customer with a one-year Yuken / Bear Fluid Power warranty (see Warranty Details).
 - ii. A Credit memo will be issued to the customer for the cost of the product and any related freight costs. (Credit can be applied to future Yuken hydraulics purchases. No cash credit will be issued.)
 - iii. If the customer has already purchased a replacement component the credit memo will be issued against the open purchase order for the replacement item along with any applicable freight costs.

Warranty follow-up.

Contact ALA Industries for the status of your warranty claim

Warranty Details

Any warranties requiring repair will be considered as NEW and will come with a one year "In-Service" warranty. Due to Bear Fluid Power's extensive training and product expertise they are considered Yuken Kogyo Co., Ltd. on all warranty evaluations and repairs.

Annual Stock Adjustment Policy

Our Distributors are eligible for this program to return products that are unused, in original carton, resalable, and of current design and less than one year old. Items that cannot be returned are: special made or special design products, or spare parts.

1. Stock-return maximum twice a year.
2. Returned stock subject to 25% re-stocking charge.
3. Credit on returned stock to be applied to new orders of equal value (stock-swap). Delivery for stock-swap new order can be spread out over 3-months from date of product return.
4. All transportation costs for customer's account.
5. Stock can be returned only with an RGA (Returned Goods Authorization) issued by ALA following a return request by the customer.
6. All returned goods are subject to acceptance or rejection by ALA based on returned goods inspection.
7. All items must be new, in original packaging, with current design codes (obsolete items are automatically rejected), and must be in good saleable condition.

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8. In any given year, stock returns cannot exceed 10% of total sales for the previous 12-month period.
9. The invoice number, purchase order number and date must be provided in order to obtain a RGA number. RGA's must be shipped to ALA Industries Limited within 30 days.
10. All return goods must be approved prior to returning to ALA Industries and a Return Goods Authorization (RGA) number will be given by ALA Industries.

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