



## General Statement

### *Quick Ship Parts Guarantee*

**We guarantee that we will ship the *Quick-Ship Part(s)*\* that will limit your downtime, within 24 hours of receiving your order. If we cannot, the part (s) and freight are free up to a maximum value of \$2,500.**

- See our website for the extensive list of *Quick-Ship Parts*.
- This service is available Monday through Friday.
- Orders shipping from our New Orleans location **MUST** be placed by 1pm (Central Standard Time). Orders shipping from our Denmark location **MUST** be placed by 1pm (Monday through Thursday – Denmark time), and 10am on Friday (Denmark time).
- This guarantee will not apply to equipment manufactured 5 years prior to the date of your order, as certain components may not be supported any longer due to enhancements or upgrades. In these cases, Laitram offers generous discounts for upgrades that are necessary to get your equipment up to current specifications.
- This guarantee will not apply to parts and/or assemblies that are customized, customer-specific parts for a single application.

### *Performance Guarantee*

**We guarantee that we will meet our promised ship date on your routine parts order or the shipping is free.**

- Your “routine parts order” may include non-stock, long lead-time, or fabricated items, which are not included in our *Quick Ship Parts Guarantee*. These items include but are not limited to:
  - Rollers – rubber or stainless for our peeling machines or graders
  - Cams for our grading machines
  - Edgedrive belts for steam cookers
  - Reducers for CTM Cookers
  - Food Pump assemblies
- If free shipping is necessary, the same routing will be used as originally ordered by the customer. (For example: UPS Ground, UPS Red, Airfreight, etc.)

**We guarantee a 24 hour, year-round technical support hotline.**

- Callers in North America should use our toll-free number: 1-800-533-8253.
- Callers outside of North America should use 504 – 733 – 6000.
- When calling, simply choose the option for Laitram Machinery customers, and then the region of the globe you are calling from.

**We guarantee that our rubber rollers, made from our proprietary formula and process, will remain bonded to the roller core for the useable lifetime of the roller and beyond.**

- Although this guarantee proves our commitment to the rollers that we produce, we strongly recommend changing peeling rollers at 25,000 revolutions for warm water shrimp processors and 35,000 for cold water shrimp processors. This ensures that you maintain proper peeling performance.

**We guarantee that a service technician will be dispatched within 24 hours of your distress call or the first 8 hours of labor are free.**

- We cannot be held responsible for a limited availability of flights to a specific country or region if a flight is not available to leave immediately. If there is no flight available within 24 hours of your call, we will book the next earliest flight.
- We cannot be responsible for delays in air travel due to bad weather or aircraft mechanical issues.
- Because all travel expenses will be billed to the customer, please tell us at the time of your call how soon you are in need of assistance