

Equipment Warranty

January 2024

SOUTHWEST STANDARD WARRANTY

- Parts and labour covered for 6 months*
- Warranty includes on-site repairs**
- Demo and training additional fees apply
- Initial diagnosis by a technician or Account Executive within 24 hour***
- Call 1-877-285-7044 from anywhere in Canada for assistance

**Excludes wearable parts, misuse or abuse*

***Available within 85km of service branch.*

***If over 85Km travel time will apply*

SOUTHWEST 1 YEAR PREMIUM WARRANTY

At Point Of Purchase

(10% of equipment purchase or \$250 whichever is greater)

- 1 year Coverage on all parts* and labour
- Warranty includes on-site repairs**
- Includes Demo and training** (within 85km)***
- Initial diagnosis by a technician or Account Executive within 4 hours
- Call 1-877-285-7044 from anywhere in Canada for assistance

**Excludes wearable parts, misuse or abuse*

***Available within 85km of service branch.*

***If over 85km travel time will apply*

SWBP - Refers to Southwest Business Products

***Warranty Service is in our shop, Southwest will cover delivery costs within the Warranty period.*

***Warranty Service for large equipment (cutters etc.) are for On-Site Service.*

**Wearable items are not covered (Dies, Cutter Knives, Belts, Rollers, Fuses, etc.).*

**Damage is not covered.*

MULTI YEAR WARRANTY

- Includes one-time purchase of warranty of 3 years or more
- Call for quote

RENEWAL OF EXISTING WARRANTY

(15% of original equipment purchase price or \$250 whichever is greater.)

- 1 year renewable warranty
- Same terms and conditions of premium SWBP warranty apply
- Available at any time prior to expiration of existing SWBP warranty

SOUTHWEST 2 YEAR EXTENDED WARRANTY

At Point Of Purchase

(25% of equipment purchase or \$250 whichever is greater)

- 2 year Coverage on all parts* and labour
- All other terms and conditions are the same as Premium warranty

HOURLY RATES FOR EQUIPMENT NOT UNDER WARRANTY

On site service

\$145/hr. + \$99 service dispatch fee within 85km of a Southwest Service Depot****

Sent to our service centre

\$145/hr.****

(Shipping Not Included)

****A diagnostic charge may apply

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514.694.7741

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613.744.7004

TORONTO ON
416.285.7044

CALGARY AB
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VANCOUVER BC
604.574.9508