



2021 Sales Terms & Conditions & Product Warranty Highlights

Payment terms are Net 30 Days from the date of original invoice.

Freight Policy

HSM, shredstar, Pure, SECURIO, Powerline, and ProfiPack machines

Machine orders will be shipped free freight “Dock to Dock” within the continental United States. This excludes Alaska, Hawaii, Puerto Rico, Canada, Mexico etc. The Free Freight policy applies to these machines shipping within the continental US:

- All shredstar machines
- All Pure machines
- All Securio machines

Freight, install, turnkey and any additional service charges will be quoted at the time of order placement based on standard rates.

Freight will be paid by the customer in these circumstances:

- Consumable and accessory orders under \$100.00
- White glove delivery cost
- Residential delivery charge for LTL shipments
- Profipack P425, HSM models 450, FA400, FA500, VPress balers, HDS 150 and HDS 230
- All industrial shredders, balers, shredder/baler combinations
- Baler wire

We cannot ship orders outside of our trading area of the USA & Canada unless the order is being shipped or drop shipped to a validated USA Government entity operating abroad. A valid US government entity operating abroad would include US military bases, US Embassies and any other US government office operating within another country.

Freight Damage

All freight damage claims must be noted on the Bill of Lading and reported to HSM within five (5) business days after the proof of delivery date (POD). Once the freight damage claim is reported, a return authorization (RMA) will be issued. Upon receipt of the damaged merchandise back into the HSM distribution center, a new unit will be shipped out immediately to the customer.



Return Policy – Office Technology

HSM agrees to issue a call tag for product pick up if necessary during the first 30 days from the date of original purchase regardless of the reason for the return. Products must be received back in resalable condition. HSM will provide factory original packaging to you for your returned item. If the item is not returned in its original packaging, then no credit will be issued. For products returned unopened, a 20% restocking fee will apply. For products that have been opened and with or without minimum use, a 25% restocking fee will apply. After the 30 day period, standard warranty terms will apply. HSM will pay for return freight.

Return Policy – Environmental Technology & Industrial Equipment

This product is non-returnable other than freight damage or a warranty defect that is unrepairable.

Special Orders

Orders for non-stock items are considered “Special Orders” and are non-cancelable and non-returnable. HSM requires a 50% down payment at the time of order placement and credit approval for the balance.

Stocking Requirements and Eligibility

Machines – Stocking pricing is available for machine orders if they meet these criteria:

- 10 unit minimum order of machines...Can be mixed units
- Ship to Dealer’s location only

Accessories - Stocking pricing is available for accessory only orders if they meet these criteria:

- \$500 minimum order of accessories
- Ship to Dealer’s location only

Contact HSM customer service for pricing.

Standard Product Warranty

Quality is part of the company philosophy and all products are manufactured to the highest quality standards. All technical data and measurements are approximate values and based upon single shift operations. All products are subject to different limits and specifications due to operation length, paper size, grain, weight, misuse/abuse and power configurations.



Read the Manufacturer's Operating Instructions, included with the product, prior to operation, to help ensure all precautions are taken to avoid canceling the manufacturer's warranty.

The manufacturer warrants that any new products sold will be free from defects in material and workmanship when used under specified and normal operating conditions. This warranty is void if repairs are necessitated by accidents, misuse, abuse, water damage or fire.

The capabilities of all products are in each specification flier. To over use a model causing a product failure is not covered by this warranty. Modifications, alterations and repairs must be performed by an authorized technician. Lubrication for cross-cut shredders is required every fifteen to thirty minutes of operation, to maintain top working condition and this warranty.

Home/Small Office Shredders

Shredstar & Pure - Home/Small Office Shredders

Failure caused by defect is limited to two (2) years from date of invoice. A Maximum of one replacement unit is authorized during the warranty period. Strip and Cross Cut Cutting Rollers are warranted to be free of manufacturer defects for the life of the shredder from date of invoice.

Securio – Home/Small Office Shredders

Failure caused by defect is limited to three (3) years from date of invoice. A Maximum of one replacement unit is authorized during the warranty period. Strip and Cross Cut Cutting Rollers are warranted to be free of manufacturer defects for the life of the shredder from date of invoice.

Office/Large Office/Department Shredders

Pure – Office/Large Office/Department Shredders

Parts and labor to repair any failure caused by defect is limited to two (2) years from date of invoice. Strip and Cross Cut Cutting Rollers are warranted to be free of manufacturer defects for the life of the shredder from the date of invoice.

Securio - Office/Large Office/Department Shredders

Parts and labor to repair any failure caused by defect is limited to three (3) years from date of invoice. Strip and Cross Cut Cutting Rollers are warranted to be free of manufacturer defects for the life of the shredder from the date of invoice.

Level 5 and High Security Level 6 Shredders

Parts & labor to repair any failure caused by defect is limited to three (3) years from date of invoice. Cutting Rollers on all high security units that **have an oiler installed** are warranted to be free of manufacturer defects for five (5) years from date of invoice. Failure to lubricate these machines properly will void the warranty. Cutting Rollers on High Security Shredders purchased without an oiler are warranted for one (1) year.



In all cases, the final authority in determining cutting system defects lies with the manufacturer. All cutting systems must be returned to the manufacturer.

Powerline

Parts and labor to repair any failure caused by defect is limited to one (1) year from date of invoice. Cutting Rollers are warranted for four (4) years on all industrial models.

ProfiPacks

Parts and labor to repair any failure caused by defect is limited to one (1) year from date of invoice. Cutting Rollers are warranted to be free of manufacturer defects for ten (10) years from date of invoice.

Hard Drive Shredders

Parts to repair any failure caused by defect are limited to two (2) years from date of invoice. Labor to repair any failure caused by defect is limited to 90 days from date of invoice.

VPress Balers

Parts and labor to repair any failure caused by defect is limited to one (1) year from date of invoice.

Barrel crushers, PET crushers, HL balers

Parts and labor to repair any failure caused by defect is limited to one (1) year from date of invoice.

Warranty Service Phone number: 1-800-613-2110.

NOTES:

- Freight or transportation damage is not classified as a warranty repair in any case.
- Proof of purchase may be required from the end-user for warranty validation.
- This warranty policy is effective 1/1/21.
- Refurbished products go through an extensive restoration process. The operation and functionality of the product is like new with some possible minor cosmetic imperfections. All REFURBISHED products are reinstated with the standard new warranty equal to the original warranty of that unit.
- Parts Warranty: If a part fails within the original warranty period and is deemed as a warrantable part: The warranty of the part is equal to the original warranty period of the machine. All other Parts sold outside of the warranty period of the original unit are warranted for a period of one (1) year.



- Accessories Warranty: Accessories including bags, oil, box inserts, and shred carts are warranted for a period of 90 days.
- We recommend the use of HSM branded oil with our machines.

HSM MARKETING DISCLAIMER

The information contained herein is for promotional purposes only and is subject to change without notice. HSM does not represent the information as being all-inclusive or to contain all information that may be desirable or required in order to properly evaluate a potential transaction. HSM's full and complete Terms and Conditions is available at www.hsm.eu. To the extent the terms in this document differ or vary from those Terms and Conditions, the Terms and Conditions shall govern.

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