

Business Policy

This following business policies are for complete hydraulic pumps, swing motors, swing reduction gears, final drives and their components only.

If we recognize that the trouble is caused by the quality of material or a deficiency of manufacturing within a warranty period per each part while you use the hydraulic devices made and sold by our company.

Warranty Period & Scope	Pump	up to Six(6)months or 1000hours running time whichever comes first from delivery.
	Swing motor	up to Twelve(12)months or 2000hours running time whichever comes first from delivery.
	Final drive	up to Twelve(12)months or 2000hours running time whichever comes first from delivery.
	Parts	if tolerances do not comply with the manufacturers specifications. by the quality of material.

Facts excepted from Warranty	if using TongMyung parts mixed with other parts.
	fail upon installation due to inconsistencies within running or mating surfaces that have not been adequately match lapped prior to installation.
	due to user's failing by contamination oil, cavitation and higher pressure of drain(return) line then a permitted limit.
	The trouble made by user's compulsive operation, mistake, repair delaying and a natural disaster.
	Any incidental cost to include labor, freight, loss of time and etc.

Warranty Claim Report	All claims must be submitted in writing and accompanied by pictures of the affected product claim.
	We may require the product to be returned to the designated warehouse for inspection.
	please check " Warranty Claim Report" form.
	All claims will be investigated and upon acknowledgement and acceptance of the claim, the defective product will be replaced at cost or equivalent credit will be grant.

Return Policy	All return items must be in their original packaging and in immediate resalable condition in order to be accepted. Return freight should be prepaid. Return is only possible according to prior agreement. The copy of original invoice as well as return delivery note have to be enclosed.
	1) Returned within 14days from invoice date, full credit will be allowed.
	2) Returned after 14days, a restocking charge of 30% in net invoice value will be charged.
	3) Any return after 30 days will not be accepted.
	For non-stock items, returns will be honored if accepted returned items.

