

Under this service, every Lasher that comes to GMP will be Repaired for one flat model specific rate, listed in the “Out-of-Warranty Flat Rate Repair Price Policy” below:

## Our Repair Process Includes the Following:

1. Each unit is disassembled and cleaned.
2. Components are inspected for wear or damage and replaced if they do not meet our strict OEM specifications.
3. Each lasher is reassembled using the same process and standards as every NEW GMP Lasher is built.
4. Finally, each repaired lasher is tested using the same process and equipment as every new GMP Lasher.

## Procedure for sending your Lasher in for Repair

1. You are responsible for the shipping cost to get your lasher to us for repair. Please send to the following address:

**General Machine Products (KT), LLC**  
**3111 Old Lincoln Highway**  
**“Attention Repair Department”**  
**Treose- Feasterville, PA 19053 USA**

***Please Note: GMP is NOT responsible for your lasher until we receive and sign for at our shipping dock. We recommend shipping with “SIGNATURE REQUIRED”. Please provide the shipment tracking number to your customer service representative with repair number reference once shipped.***

2. **Please, no packing peanuts.** Not only are they terrible for the environment but they are a pain to clean up after we open your box.
3. Please return all parts that were originally sold with the lasher.
4. Complete the lines on pages 3 and 4. Submit completed and signed form to [repairs@gmptools.com](mailto:repairs@gmptools.com). They will return the form to you with Repair No. and lead time.
5. Before sending your lasher in, you must receive a completed repair request form back from customer service that INCLUDES a Repair No. Please include a copy of form with each lasher that is being sent in for Repair.
6. A Repair Customer Service Representative will notify you when your lasher is received.

## Repair Pricing Disclaimers:

- Shipping to GMP is Paid by customer with **“SIGNATURE REQUIRED”**
- If Lasher is Repaired, return shipping to customer is included in the flat rate repair price. Free freight is for lower 48 states only. Freight charges apply for Alaska, Hawaii, US territories and international.
- If the lasher is deemed to be beyond level 2 repair and customer does not want to trade in for a new lasher, customer is responsible for return shipping costs and a \$350 teardown and diagnosis fee.
- We are no longer repairing G lashers, ONLY SUPER G. Select repair parts for G lashers may still be available, check with your customer service representative for G Lasher parts you may need.

## Level 1 Repair

Model	Level 1 Repair Price
C/C2 Lasher	\$2,500
J/ J2 Lasher	\$2,880
Apollo Lasher	\$3,360
Super G	\$7,010

Each unit is inspected for damage and excessive wear. Any components that do not pass our detailed inspection process are replaced with a new component. Your lasher will be built and calibrated to a “like new” performance condition. Price includes teardown, inspection, parts, labor and return shipping.

## Level 2 Repair

Model	Level 2 Repair Price
C/C2 Lasher	\$3,375
J/ J2 Lasher	\$4,025
Apollo Lasher	\$5,050
Super G	\$10,495

Level 2- Includes all services from level 1, teardown, inspection, parts, labor and return shipping. Your lasher can reach level 2 for the following reasons: key components missing, key components broken, severe damage from abuse, lasher arrives disassembled, and/ or excessive quantity of components require replacement. Examples include but not limited to gates, lifters, and drive housings.

## Beyond Level 2 Repair

If a lasher has extreme damage, such as key castings being damaged beyond use, we consider these lashers to be beyond economic repair and unrepairable. In this case you have the option to trade in your lasher for a discount off a new GMP lasher. Please consult with your GMP customer service/ repair representative for information. The \$350 diagnosis charge will be waived with the purchase of a new lasher.

## Payment Options

- **P.O.-** Submit P.O. documents to customer Service Rep at time of submitting Repair Request Form
- **Credit Card-** Lasher Repair will be placed in our queue once FULL payment is made according to flat rate price; a link will be emailed to you to process your credit card on a secure server, once payment has been made your repair tag number will be provided and your machine will now be in our queue.
- **Check-** Lasher Repair will be placed in our queue once FULL payment is made according to flat rate price; please mail your check to General Machine Products (Address on Website) once check has cleared the bank, an email will be sent to you with your repair tag number at that time.
- Customer Service will reach out (one time) via phone and email when lasher repairs are completed. If payments are not made after 14 calendar days of lasher completion a **\$500 late payment fee** will be added to the total bill

For inquiries or questions about our repair services or lead times, please contact our repair service representatives:

[repairs@gmptools.com](mailto:repairs@gmptools.com)

# GMP Lasher Out-of-Warranty Flat Rate Repair Request



Telephone: 215-436-6226

\*\*Please print, fill out information entirely below, and submit to customer service. They will return to you with repair number and lead time authorizing you to send in your lasher. Please include this completed form with repair number inside your lasher box when shipping to GMP for repair. This information will be used to contact you about the status of your repair.

CONTACT NAME: \_\_\_\_\_

COMPANY (IF APPLICABLE): \_\_\_\_\_

COMPANY RETURN TO ADDRESS: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

LASHER MODEL: \_\_\_\_\_

LASHER SERIAL NUMBER: \_\_\_\_\_

**\*\*LASHER REPAIR NO.:** \_\_\_\_\_

PLEASE DESCRIBE PROBLEM YOU ARE EXPERIENCING:

**\*\* PLEASE NOTE-** By sending your lasher to GMP for repair and signing below you are agreeing to allow General Machine Products (KT), LLC to preauthorize your credit card for the Level 1 repair price and a \$350 teardown and diagnosis fee IF you decide not to have GMP repair your lasher.

Model	Level 1 Repair Price
C/C2 Lasher	\$2,500
J/ J2 Lasher	\$2,880
Apollo Lasher	\$3,360
Super G	\$7,010

**\*\* A GMP REPAIR SERVICE REPRESENTATIVE WILL CONTACT YOU IF YOUR LASHER REQUIRES REPAIR BEYOND LEVEL 1.**

The customer is responsible for promptly retrieving non-repaired items. GMP is not responsible for any repaired items left on GMP's premises more than 30 days after GMP provides notice for pickup. This includes, but is not limited to, all lasher repairs performed by GMP. Repaired items not retrieved within 30 days of GMP sending notice of pickup shall incur a \$500/month storage fee, which shall be

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charged in full on the 31st day and every month thereafter and shall not be prorated. All repair and storage fees must be paid in full prior to GMP releasing the item.

Open accounts are required to provide a PO prior to the start of any repair. Credit card customers will have their cards preauthorized for a level 1 repair prior to GMP commencing the repair process.

Customers are required to pay within their standard payment terms.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Shipping Address to Send your Lasher:

General Machine Products (KT), LLC  
3111 Old Lincoln Highway  
"Attention Repair Department"  
Trevose- Feasterville, PA 19053 USA  
Tel: +1.215.357.5500  
Fax: +1.215.357.6216  
Email: [info@gmptools.com](mailto:info@gmptools.com)  
[www.gmptools.com](http://www.gmptools.com)

*GMP Tools is not responsible for any repairs left in our buildings after 30 days from the date the repair is completed. This includes all repairs performed by General Machine Products. Credit card customers are required to pay for the repairs prior to the repair beginning. Open accounts who have terms are required to pay for the repair within 30 days of the repair being completed. Repairs left with us over sixty days will be sold.*