



TRIDENT Product Warranty

General Warranty Policy

Barton International (Barton) strives to ensure that our customers are 100% satisfied with the quality and performance of our products. If our products do not meet the warranted performance expectations, Barton will repair or replace the product at our expense.

TRIDENT Warranty

Barton warrants the **TRIDENT Diamond Orifice Cartridge** performance and workmanship defects for 500 hours when used with the Barton **Short Stop Filter Assembly**. Any refunds under this warranty will be pro-rated based on actual hours used.

Returns Authorization

An authorization to return any product to Barton must be obtained prior to shipping the product. Barton will not accept a product returned without prior authorization. To obtain an RMA (returned material authorization) please contact your Regional Sales Manager or a Barton Inside Sales Representative at 800-741-7756. A copy of the RMA will be sent to you and must accompany the returned product.

Warranty Claims

Product being returned for warranty purposes will require an RMA to be issued prior to shipping. All product should be returned freight prepaid by UPS ground or equivalent. If the issue is covered by the warranty the customer will be issued a credit for the shipping charges. The product will be inspected upon receipt. Products found to be defective within the 500 hour warranty period will be repaired or replaced and returned to the customer at Barton's expense. All products being returned under a warranty claim must be adequately packaged and shipped to the address provided on the RMA.

If the issue is not covered by the warranty, a quote to repair the product will be provided. In the case of non-warranty repairs all freight costs are the responsibility of the customer.