



## UNITED GRINDING Customer Care Preventive Maintenance (PM) Promotion 2020 Terms and Conditions

### Introduction

By participating in UNITED GRINDING North America, Inc. Customer Care PM Promotion, the participant agrees to the following terms and conditions of this promotion.

### Eligibility Requirements and Promotion Participation

1. This Promotion commences at 12:00 am EST on July 2, 2020, and ends at 11:59 pm EST on September 30, 2020 ("Promotion Period"). Orders received before 12:00 am EST on July 2, 2020 or after 11:59 pm EST on September 30, 2020 will not qualify as part of the promotion.
2. Promotion is available to anyone who purchases a Preventive maintenance service from UNITED GRINDING North America in North America, which includes the United States, Canada, and Mexico during the Promotion Period.
3. In order to receive discounted PM services, the service Purchase Order (PO) must be submitted to the UNITED GRINDING North America Customer Care team within the duration of the Promotion Period.
4. PM services for STUDER, WALTER, MAGERLE, BLOHM, JUNG, SCHAUDT, MIKROSA, and EWAG machines are all eligible for the promotion.
5. If a PM service is scheduled, but our technician is unable to enter the country due to travel restrictions, we will reschedule the PM service for a time when the travel restrictions are no longer in place.
6. Discounts will be applied at the point of purchase.
7. Associated discounts are based on the number of PM services purchased in a single order, and are only applied to parts and labor required to complete the PM service. Multiple orders cannot be combined to qualify for a larger discount.
8. We reserve the right to refuse an order placed at any time and have the right to end or modify any promotion at any time.
9. Pending or prior orders before July 2, 2020, do not qualify for this promotion.
10. No adjustments can be made after purchase to the promotional items selected.
11. Discounts have no cash value.

### Customer Care PM Promotion Details

Customers who order one or more PM services between July 2, 2020 – September 30, 2020, are eligible to receive the UNITED GRINDING North America Customer Care PM Promotion. This promotion has a scalable discount amount that is variable based on the number of PM's purchased in a single PO. The discounts will be applied to parts and labor. Please reference the below chart for details on volume discounts on PM services:

Number of PM's in a Single PO Discount on Parts and Labor 1 – 2 5%; 3 – 5 10%; 6+ 15%

### Contact

If you have any questions, concerns, complaints or need more details, contact UNITED GRINDING at [info@grinding.com](mailto:info@grinding.com) or call 866-674-4222 for more information.