



Customer Service policy

Quick-reference guide

Product availability

- Consumables and repair parts for current production systems will be available same day up until 1:00 p.m. ET.*
- Consumables and repair parts for out of production systems for three years or less will be available same day up until 1:00 p.m. ET.*
- Consumables and repair parts for all other systems are built to order, and will have a lead-time. Please contact your Customer Service representative or Xnet for availability.*
- All mechanized torch leads; hoses and cables will be built to order, except where common lengths are in stock. Please contact your Customer Service representative or Xnet for availability.**
- All standard configured Powermax systems will be available same day up until 1:00 p.m. ET.**
- Non-standard configured Powermax systems will be built to order and have a 3-day lead-time.
- Mechanized systems/Controllers will be built to order. Please contact your Customer Service representative or Xnet for availability.
- Expedited orders for in stock product available upon request

Order changes and cancellations

Our new warehouse and order fulfillment processes have been designed for greater capacity and high efficiency. Orders that contain stocked items will start the fulfillment process within a few minutes of being booked. Once our order fulfillment process begins it will be very difficult to make any changes to an order, and if an item or an entire order needs to be canceled after it has been either packaged for shipment or already shipped, will require the customer to follow our return process and policy.

Orders that are scheduled for a future date can be changed up to 1:00 p.m. ET the day prior to the schedule date.***

- Changes to your mechanized systems and controls can be accepted up to two weeks prior to schedule date of order. Any changes for these orders within two weeks of schedule date are subject to a charge.

* Expedited orders for in stock product available upon request

** A comprehensive list is available on Xnet or from your Customer Service representative

*** Exception to this is mechanized systems and controllers. These will retain our current processes

International orders without a designated freight forwarder

When you have placed an international order with Hypertherm, you will receive an acknowledgment of your order via email or fax. It will contain the date the shipment will be complete and ready for pick-up. Be sure to contact Hypertherm Customer Service if that date does not fit your schedule or your freight forwarders schedule. Pick-up dates may be changed within 48 hours from placing an order without issue. After 48 hours the pick-up date is set and considered confirmed.

Consolidated international orders must all be scheduled for the same pick-up date as Hypertherm will no longer hold orders to wait for another order scheduled for a later date. Consolidation of international orders with different pick-up dates will need to be consolidated by your freight forwarder.

Once an international order is ready for pick-up, Hypertherm Traffic Department will contact your forwarder for the pick-up of the shipment. International orders that have not been picked up within 24 hours of the confirmed pick-up date will be assessed a storage charge of \$100.00 per pallet per day of storage. Lack of forwarder selection, forwarder unresponsiveness, or other forwarder-caused delays will not be accepted as waiver for the storage charges. If you do not currently use a standard freight forwarder, below is a list of reputable freight forwarders that Hypertherm has a relationship with that you might consider working with.

Call or email Customer Service at 1-800-737-2978
or customer.service@hypertherm.com

Kintetsu

Radius International

Schenker

DSV

Mega Shipping

A J Worldwide

LLK Logistics

Lynden Freight

Intercargo Express

Asiana Express

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