

Terms and Conditions

Engineering Project Kits (EPK) DIY Pinball Machine Construction Kits

Product Warranty

Most kits are successfully constructed with few problems when assemblers use due care and attention to detail whilst following the instructions provided; however, once the kit is under construction all warranty is void, as we cannot guarantee assemblers' workmanship, components that have been used, or voltages/polarities applied to circuits.

Warning/Caution: Regarding correct voltages - the power supply provided in one of the 16 kits has an AC mains voltage selection switch (115V or 230V AC). The voltage selection switch must be set to the correct mains voltage of that country. For example, Australia will be set to 230V and USA to the 115V setting. Failure to set the switch to the correct voltage may result in overheating of the power supply and a subsequent fire. The IEC mains cable connecting to the power supply is not supplied as this needs to be sourced locally.

The product warranty does not cover the expected operation of the fully constructed pinball machine as its correct operation and functionality is completely dependent on the skills, abilities and workmanship of the assemblers. When constructed according to the instructions provided, the pinball machine is expected to operate similarly to that seen in the EPK YouTube video, with variation occurring from the maker's choice of sound effects and artwork designs.

If any defect in materials or workmanship in parts contained in the EPK pinball machine kits is identified and notified to us within one month of purchase then we will, at our discretion, replace the part. Engineering Project Kits does not accept any liability beyond this for consequential loss. Warranty is subject to EPK being satisfied that a defect was not caused by, or was not substantially contributed to by, other factors beyond our control, including (but not limited to): defective installation, maintenance, or repair; alterations or modifications of the parts in a manner not recommended by Engineering Project Kits; or any neglect, misuse or excessive use.

Product Returns

Once construction of pinball machine kits has commenced, returns of the kits cannot be accepted. Returns of kits can only be accepted when they are sent back to EPK in their original condition with a full inventory of unused parts, packaging and construction materials. Returning kits will be at the buyer's own expense.

Product Refund

If all conditions required according to the above Product Warranty, Warnings and Cautions, and Product Returns are met; a full refund of the purchase price of the project (minus the freight and tax costs spent to deliver to the buyer) will be provided; once all project kits (16 subassembly kits, and the cabinet kit provided) are received, inspected by EPK and deemed to be in resalable condition; with the return freight costs paid by the buyer; and if the full project is returned within 30 days of the product purchase date.

Replacement Parts

The pinball machine subassembly kits contain both Commercial Off The Shelf (COTS) parts that EPK buys from various suppliers, Laser-Cut plywood and acrylic parts, and Custom-Made parts that are manufactured in Australia by EPK. If the COTS parts supplied within the kits are lost or damaged by the buyer/maker, rather than buying another complete kit, the buyer can email EPK a request for the kit parts' manufacturer part numbers and preferred suppliers, which can be sourced locally at the buyer's own expense. If the Laser-Cut plywood or acrylic parts are incorrectly glued or damaged by the buyer/maker requiring replacement, the buyer can request from EPK via email the Laser-Cut Files (to recreate the plywood or acrylic parts with locally sourced materials at the buyer's expense). If the custom-made parts are lost or damaged by the buyer/maker, a request to EPK can be made to resupply these parts at the buyers own expense. However, these parts will have to be manufactured again and depending on stock levels, may take up to 30 days for the next batch to be run.

Product Liability

Engineering Project Kits will not be held responsible or liable for any incident or loss (such as fire, and/or injury) associated with the construction or operation of the pinball machine, as EPK cannot guarantee the skills, abilities, workmanship or correct instruction following of the assembler.