

STINGER[®]

TOOL WARRANTIES

30-DAY OUT-OF-BOX WARRANTY

A tool that does not work for the appropriate application at any time within the first 30 days after the end user purchases it may qualify for coverage under the STINGER Out-Of-Box Warranty.

The following criteria is used to qualify all Out-Of-Box Warranty returns for coverage:

- the tool must fail within thirty (30) days of purchase and must meet the *Sliding Stock Policy*
- any tool(s) submitted for a claim must be tested at the Distributor location using appropriate STINGER fasteners/caps to validate that it is a true non-functioning tool
- any tool that has been abused, damaged, poorly maintained (e.g., missing parts, severely scratched, dirty) or misused (e.g., used with fasteners not meeting specifications) is not eligible for Out-Of-Box Warranty coverage
- any missing parts, components, cases, safety glasses or other items originally included with the tool may be deducted from the credit for approved returns.

Exceptions to the 30-Day Out-Of-Box Warranty can only be made on a case-by-case basis by the STINGER Product Manager.

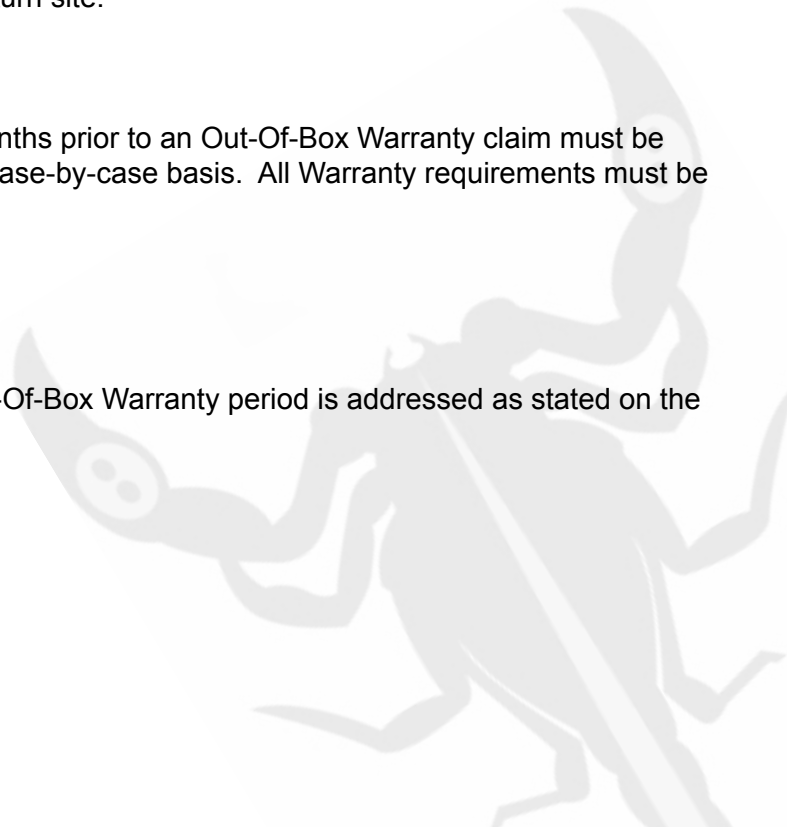
At the STINGER Product Manager's discretion, all qualified Out-Of-Box Warranty claims will be eligible for a replacement tool of the same model, or receive a credit in the amount of the full purchase price within 45 days from receipt of the tool(s) at the designated return site.

Sliding Stock Policy

Any tool with a date code more than twelve (12) months prior to an Out-Of-Box Warranty claim must be approved by the STINGER Product Manager on a case-by-case basis. All Warranty requirements must be met.

GENERAL TOOL WARRANTY

Warranty coverage for tools outside the 30-day Out-Of-Box Warranty period is addressed as stated on the Warranty page in the product Owner's Manual.





RMA REQUEST FORM

You must include a copy of the end user sales receipt for each tool.

DATE: _____

COMPANY NAME: _____

ADDRESS: _____

CONTACT: _____ PHONE: _____

E-MAIL: _____

TOOL MODEL: _____

PRODUCT DESCRIPTION: _____

SERIAL #S: _____

REASON FOR RETURN:

PLEASE NOTE: Out-Of-Box Failures (OBF) are tools that do not work for the appropriate application at any time within the first 30 days after the customer purchases it.

