



TOOL REPAIR

PROGRAM FEATURES

All Tools Carry a One (1) Year Warranty*

*Applies to tools sold after January 1, 2016 within Canada Only

NOTE: Misuse, improper service, altered, disassembled, or tools repaired by an unauthorized repair center voids the warranty.
Normal wear and routine maintenance are not covered under warranty.

Alpha® offers a repair center in Canada:

- 🍁 Quick turnaround: usually 3-5 days after receipt of authorization to repair
- 🍁 Warranty repairs receive priority service
- 🍁 Any tool sent in for repair during the warranty period that is not found to have defects in material and/or workmanship, will be quoted labor and materials.
- 🍁 Non-warranty repairs will require a C\$20.00 assessment fee, per tool, paid before the tool is assessed. The assessment fee will be deducted from the total cost of parts and labor if the tool is repaired.
- 🍁 The customer is responsible for all freight charges to send tools into Alpha® for repair. Tools will be shipped back to the customer freight prepaid.
- 🍁 All unclaimed tools will become the property of Alpha® if not resolved within a 90-day period. All quoted tools that are processed as DNRR (do-not-repair-return) will be sent back unassembled at the customer's expense.
- 🍁 All tools that are repaired carry a 30-day warranty

End-User Loaner for Tools Sent In for Repair (subject to availability) - All freight charges are paid by the customer. The customers' credit card will be charged the full list price of the tool if the loaner tool is not returned within 30 days.

NOTE: When sending a tool in for repair, please include your company and contact information along with a copy of the sales receipt (if under warranty).

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Replacement Tool Parts - Spare Parts can be ordered.