

## Tool Repair Program Features

(Effective 8/1/2011)

### \*NEW TOOL WARRANTY

*\*Applies to tools sold within the USA and Canada Only*

90 DAYS	180 DAYS			
<b>AIR-658</b>	<b>AWS-110</b>	<b>AWP-158</b>	<b>ECG-125</b>	<b>VSP-120</b>
<b>AIR-300</b>	<b>AWS-220</b>	<b>ECC-125</b>	<b>ECG-225</b>	<b>VSP-230</b>
	<b>AWS-125</b>	<b>ECC-225</b>	<b>HSG-125</b>	<b>WDP-120</b>
	<b>AWS-225</b>			

*Misuse, improper service, altered, disassembled, or tools repaired by an unauthorized repair center voids the warranty.*

- Alpha® offers repair centers in the USA and Canada
- Warranty repairs receive priority service
- For non-warranty repairs, a \$30.00 estimate fee per tool will be charged before an estimate is performed. If the tool is repaired, the estimate fee will be applied towards labor. Any parts used in the repair of the tool will be an additional charge.
- Customer is responsible for all freight charges to send tools into Alpha® for repair. Tools will be shipped back to the customer freight prepaid.
- Quick turnaround: usually 3-5 days after receipt of authorization to repair.
- All tools that are repaired carry a 30-day warranty

**Dealer Demo/Loaner Tools** (subject to availability) – The tool remains the property of Alpha® and is on loan to the dealer. Alpha® pays ground freight charges to ship demo/loaner tool to the customer. All demo/loaner tools are covered by a limited lifetime warranty.

**End-User Loaner for Tool 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.

#### Authorized Repairs Centers:

Eastern USA	Western USA
<b>Alpha Professional Tools®</b> 103 Bauer Drive Oakland, New Jersey 07436 Phone #: (800) 648-7229 ext. 240 E-mail: <a href="mailto:tooldesk@alpha-tools.com">tooldesk@alpha-tools.com</a>	<b>A1 Industrial &amp; eReplacementParts.com</b> 564 W 9320 S Sandy, UT 84070 Phone #: (866) 802-6383 E-mail: <a href="mailto:dale@ereplacementparts.com">dale@ereplacementparts.com</a>

Eastern Canada	Western Canada
<b>George Power Tools Service</b> 1365 Morningside Ave, Unit 11 Scarborough, ON M1B 4Y5 Phone #: (416) 286-3933 Contact: Joe Fernandes E-mail: <a href="mailto:georgepowertools@rogers.com">georgepowertools@rogers.com</a>	<b>Tool Care Plus</b> 333-1A Street NE High River, AB T1V 1L9 Phone #: (403) 777-9920 Contact: Dan Telfer E-mail: <a href="mailto:toolcareplus@hotmail.com">toolcareplus@hotmail.com</a>

*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).*

**Replacement Tool Parts** – Spare Parts can be ordered from any of our Repair Centers or directly from the Alpha® website (*via our Shopatron system*), or through *eReplacementparts.com*. (Note: phone orders require a \$10 minimum per order for end-users/tool repair shops).