

# USA TOOL REPAIR

## PROGRAM FEATURES

### All Tools Carry a One (1) Year Warranty\*

\*Applies to tools sold after January 1, 2016 within the USA 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 several repair centers in the USA:

- 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 a \$40.00 labor fee and cost of parts needed for repair.**
- **Non-warranty repairs will be charged a \$40.00 estimate fee per tool before an estimate is performed. Any parts used in the repair of the tool will be an additional charge.**
- 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 60-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

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).

#### AUTHORIZED REPAIR CENTERS:

Alpha Professional Tools®					
16 Park Dr Ste 9	Franklin	NJ	07416	(800) 648-7229 option 4	tooldesk@alpha-tools.com
A1 Industrial & eReplacementParts.com					
7036 South High Tech Drive	Midvale	UT	84047	(801) 285-7232	dale@ereplacementparts.com
Hard Rock Tool					
1808 E. Ball Road	Anaheim	CO	92805	(714) 772-2490	info@hardrocktool.com
Rocket Supply					
695 Jason Street	Denver	CO	80223	(303) 744-7004	sales@rocketsupply.com
Empire Tools					
6327 W. 34th St.	Houston	TX	77092	(713) 957-8665	info@empiretools.com
Sawcutting Specialties					
4224 W. Chinden Blvd	Garden City	ID	83714	(208) 381-0328	info@sawcuttingspecialties.net
Tool Service Company, Inc.					
178 Marble Mill Road	Marietta	GA	30060	404-524-4249	stevestoolrepair@yahoo.com

**Replacement Tool Parts** - Spare Parts can be ordered from any of our Repair Centers or directly from the Alpha® website (via our eCommerce system), or through eReplacementparts.com.

(Note: phone/email orders require a \$10 minimum per order for tool repair shops).