

# 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 opt. 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         |
| Riverdale Tool                        |              |    |       |                       |                                |
| 16 Midland Ave.                       | Elmwood Park | NJ | 07407 | (201) 791-6112        | info@riverdaletool.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        | stevetoolrepair@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).