

# 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 \$30.00 labor fee and cost of parts needed for repair.
- Non-warranty repairs will be charged a \$30.00 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 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

**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 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).

#### AUTHORIZED REPAIR CENTERS:

##### EASTERN USA

**Alpha Professional Tools®**

103 Bauer Drive  
Oakland, NJ 07436

Phone #: (800) 648-7229 ext. 240

E-mail: [tooldesk@alpha-tools.com](mailto:tooldesk@alpha-tools.com)

##### WESTERN USA

**A1 Industrial & eReplacementParts.com**

7036 South High Tech Drive  
Midvale, UT 84047

Phone #: (801) 285-7232

E-mail: [dale@ereplacementparts.com](mailto:dale@ereplacementparts.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](http://eReplacementparts.com).

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

##### Glenn's Tool Service

2149 East Indian School Road  
Phoenix, AZ 85016

Phone #: (602) 264-6203

E-mail: [gstservice@qwestoffice.net](mailto:gstservice@qwestoffice.net)