

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:

Address	City	ST	Zip	Phone	E-mail
Alpha Professional Tools®					
103 Bauer Drive	Oakland	NJ	07436	(800) 648-7229 ext. 240	tooldesk@alpha-tools.com
A1 Industrial & eReplacementParts.com					
7036 South High Tech Drive	Midvale	UT	84047	(801) 285-7232	dale@ereplacementparts.com
Rocket Supply					
695 Jason Street	Denver	CO	80223	(303) 744-7004	sales@rocketsupply.com
Glenn's Tool Service					
2149 East Indian School Road	Phoenix	AZ	85016	(602) 264-6203	gstservice@qwestoffice.net
Charles H. Day Co., Inc.					
11405 SE 37th Ave	Milwaukie	OR	97222	(888) 697-8872	travis@chasdayco.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 orders require a \$10 minimum per order for end-users/tool repair shops).