

# Return/Warranty Policy

We hope you love what you/your customer ordered, but if something isn't right, let us know. We're happy to exchange the item or issue refund following our refund policy. Our ultimate goal is for you to be completely satisfied with your purchase from Equalizer.

## **Refund Policy:**

If you receive an item you're dissatisfied with, you may return it within 30 days. Products must be in like-new condition in order to receive a refund.

All like-new returned items are subject to a restock fee:

1-30 days of purchase : 15% restocking fee

31-89 days of purchase: 25% restocking fee

90+ from day of purchase: 50% restocking fee

Products that are returned within 30 days of purchase and are not in like-new condition are subject to a 25% restocking fee. Anything returned after 31 days of purchase and not in like-new condition will be subject to a 50% restock fee. Please have your customer send in proof of purchase to be considered for credit.

Your refund will be processed when the item being returned has been received. Refunds will be made by crediting the original method of payment (i.e. credit card, account credit, etc.). Credit will only apply to purchases within 30 days from an Equalizer Distributor as long as the item is still an active Equalizer Product. **Refunds or Credit for discontinued items will be subject to review by Equalizer. Equalizer has the right to refuse credit for any discontinued items.**

After the return period,\*\* products will be covered by the manufacturer's warranty as applicable. Items still covered by the manufacturer's warranty will be repaired at no cost to the customer. Any repairs that are needed that are not covered under the warranty are the responsibility of the customer. Please have the packing slip or invoice number ready when you call.

## **Warranty Policy:**

In the event a customer has a complaint on an Equalizer product, the distributor is not to replace a tool without prior authorization from Equalizer. If a distributor should replace a tool or refund a customer for a tool prior to communication with Equalizer, Equalizer has the right to refuse replacement, warranty repair, or credit for the distributor.

Equalizer will accept tools for warranty inspection with a copy of the original invoice or proof of purchase. Please contact our Customer Service department prior to sending in any tool for warranty inspection.

When the tool is received, Equalizer will evaluate the tool, and at our discretion, warranty repair or replace a defective product. Should our evaluation find that the tool is not defective due to a manufacturing defect, the customer can elect to have the tool returned as is, or can discuss with our Repair Department possible repair options and costs.

Please note that our warranty on all Equalizer tools utilizing AirForce™ technology is a 3 year manufacturing defect warranty, Power/Wire Tools and Inverters is a 1 year manufacturing defect warranty, Equalizer Socket Sets have a lifetime warranty, and all other Equalizer products are warranted for manufacturing defects for a 30 day period from the date of purchase\*\*.

Any questions regarding this policy contact our Customer Service Department at 512-388-7715.

To assist with Repair or Warranty Requests, make note of any serial numbers (if applicable) when completing the sale of Equalizer products. Inform your customer to register their serial numbered tool to activate their warranty, not doing so will void their warranty.

## **Please report items that are damaged or missing within 24 hours of delivery.**

Equalizer takes every precaution to assure that your order arrives safely. However, if your shipment is damaged or results in missing items during transit, this is the carrier's responsibility. Insist that visible damage be indicated on your copy of the freight bill at the time of delivery, contact the carrier immediately and save the original shipping container and packing for the carrier's inspection.

## **Check contents against packing slip immediately!**

If your package does not show any signs of damage during transit, but you are missing items, a product is damaged, or you received the wrong items contact us at 512-388-7715 within 24 hours of receipt of package in order to resolve the issue.

