

AmPro North America Warranty Policy

Special Note

As part of our ongoing effort to provide our customers with the best service possible, as of 04/23/2015, all warranty consideration requests must be submitted through our online [Support Request](#) form.

Overview

AmPro North America Corporation warrants all AmPro products and parts, aside from the exceptions described below, exclusively to the original retail purchaser to be free of defects in material and workmanship for the life of the products and parts. The life of the products or parts is defined as that point in time when the product or part no longer functions due to normal wear-and-tear. Throughout this document, the terms “we”, “us” and “our” refer to AmPro North America Corporation.

Warranty Fulfillment Instructions

If you believe that your AmPro product or part meets the criteria for warranty eligibility, please submit an online [Support Request](#) with the subject, "Warranty Consideration". All warranty requests must be submitted through our online Support Request form for processing to proceed. Upon receipt of your Support Request, an AmPro customer service representative will contact you with further instructions. Please be advised that proof of purchase is required for warranty consideration. In most cases, you will be required to return the defective AmPro product or part, along with the original purchase receipt, postage prepaid, to the AmPro Authorized Service Center. If we determine the product or part to be defective in material and/or workmanship, we will, at our own option, repair or replace the product or part. When issuing replacements, we may issue a replacement of similar function and quality, and make no guarantee that the replacement will be the same model, build or color of the original. We reserve the right to determine whether a product or part is considered defective and whether it is eligible for warranty coverage using our sole judgment, and to repair or replace at our own option.

Hand Tools and Specialty Tools

All AmPro Hand Tools and Specialty Tools are furnished with a limited lifetime warranty. Each of these products or parts that are found to be defective and/or do not meet the performance of their specification may be returned, along with the original purchase receipt, postage prepaid, to the AmPro Authorized Service Center for warranty consideration. For return instructions, please refer to section, [Warranty Fulfillment Instructions](#).

Air Compressors, Air Tools and Electrical Tools

All AmPro Air Compressors, Air Tools and Electrical Tools are furnished with a one-year warranty following the purchase date. Failure to have provided proper and regular servicing and

maintenance voids the warranty. Proper servicing and maintenance must be performed regularly and is solely the owner's responsibility. Otherwise, each of these products or parts that are found to be defective within one year of purchase may be returned, along with the original purchase receipt, postage prepaid, to the AmPro Authorized Service Center for warranty consideration. For return instructions, please refer to section, [Warranty Fulfillment Instructions](#).

Torque Wrenches

All AmPro Torque Wrenches come with a 90-day warranty following the purchase date. Failure to have provided proper calibration and regular servicing voids the warranty. Proper calibration and servicing must be performed regularly and is solely the owner's responsibility. Otherwise, each of these products or parts that are found to be defective within 90 days of the purchase date may be returned, along with the original purchase receipt, postage prepaid, to the AmPro Authorized Service Center for warranty consideration. For return instructions, please refer to section, [Warranty Fulfillment Instructions](#).

Flashlights and Worklights

We warrant all AmPro Flashlights and Worklights to be free from defects in material and workmanship under normal use for a period of one-year starting from the purchase date. This warranty does not cover LED failure or any damage resulting from dead batteries, faulty batteries, incompatible batteries, batteries improperly inserted, battery leakage or battery explosion. Any defects arising from abuse, misuse, mishandling, unauthorized repair or lack of proper maintenance will also void the warranty. Batteries are not covered under warranty. Otherwise, each AmPro Flashlight and Worklight that is found to be defective within one-year of the purchase date may be returned, along with the original purchase receipt, postage prepaid, to the AmPro Authorized Service Center for warranty consideration. For return instructions, please refer to section, [Warranty Fulfillment Instructions](#).

Set Items

We define a set item as any finished product that consists of any combination of products or parts including but not limited to tool sets, socket sets, wrench sets, screwdriver sets, pliers sets, wagon sets, flashlight sets or any other combination of items. If a set item meets the criteria for warranty eligibility, with the exception of wear-and-tear and consumable items, all individual tools and parts within the set are protected under warranty in most cases. Should the performance of any tool or part within the set fail to meet its designed specification, we will repair or replace the item if found to be defective and under the condition that all criteria for warranty eligibility has been met. The repair or replacement service applies only to the defective tool or part within the set, and not the entire set itself.

Exclusions

Batteries, bulbs, blades, bits, punches, dies, belts, grinding wheels, sanding pads, fuses and other wear-and-tear products and consumables are not covered by these warranties. All AmPro warranties do not apply to any product or part that was used for any purpose other than which it

is intended, or damaged due to failure to follow proper operating and/or maintenance instructions. Damaged products or parts caused by abuse, misuse, alteration, mishandling, unauthorized repair, accident or normal wear are also excluded from all AmPro warranties.

These warranties are exclusive. AmPro North America Corporation makes no other warranty of any kind, expressed or implied, associated with its products or parts. AmPro North America Corporation makes no implied warranty of merchantability, nor implied warranty of fitness and does not authorize any other person or entity to bind AmPro North America Corporation to any other warranty of any kind associated with any of its products or parts.

AmPro North America Corporation shall not, in any event, be liable for any incidental or consequential damages of any kind resulting from the usage, design, neglect, abuse or misuse of any product or for any other reason.

Important Notice

This warranty policy applies exclusively to AmPro products and parts supplied and sold through AmPro North America Corporation for sale in the United States.

All content including but not limited to photographs, images, illustrations, descriptions, documents, video and audio files found on AmPro websites, publications, media and catalogs are for reference only. We reserve the right to make changes to any content including but not limited to updating text, documents, images, product pictures or tool specifications found on AmPro websites, publications, media and catalogs without notice, and without entailing any obligation on our part to modify products or parts sold previously. When ordering, please inquire if any changes or modifications have been made following publication.

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Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.

Sales Numbers & Email

Toll-Free Phone : 866-588-6520

Toll-Free Fax : 877-351-9851

Open 8:30 AM - 5:00 PM PST M - F

Email : info@ampro-usa.com

