

**Warranty Terms and Conditions**

Effective Dec. 4, 2019

### Limited Warranty

STEINEL warrants that STEINEL brand heat tools are free from defects in materials and workmanship. The warranty for STEINEL heat tools is one year from the date of original purchase.

Products failing to give satisfactory service must be returned to STEINEL for diagnosis and evaluation. Tools found to have failed due to defective materials or workmanship will be repaired or replaced at STEINELs election and

Consumable products are not covered by any warranty. Consumables are products reasonably expected to be used up or damaged during use, as well as products with a shelf life, such as certain glues. Note that while heating elements are consumable products, STEINEL DOES warrant them for one year under normal use, which for heating elements is defined as up to 500 hours of operation.

STEINEL does NOT warrant any product or part subject to abnormal use or abuse. Specifically excluded from warranty are tools that have been misused, modified, mounted on machinery/equipment, opened or repaired by anyone other than STEINEL, and products that have been worn by continuous or production service use. STEINEL does not provide any warranty for tools which have been improperly maintained, neglected, or subject to unreasonable conditions or use.

STEINEL shall NOT be liable for any incidental or consequential costs or damages arising from the use of the product or incurred by the purchaser or others, including but not limited to lost sales, profits, business opportunities, goodwill, interruption of business, failure to deliver and any other damage or injury. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to

This warranty is your exclusive remedy and is in place of all other rights and remedies. You may have other rights which vary from state to state or country.

In the event of product failure, end users are encouraged to call STEINEL directly, although an Authorized STEINEL Distributor may act as the customer's intermediary for warranty or repair issues.

Prior to shipping products, a Return Goods Authorization Number must be obtained from the factory by calling 1-800 852-4343 or emailing [service@steinel.net.](mailto:service@steinel.net) Defective product must be marked "Attention: Service Department" and returned to the factory postage paid along with a copy of the sales receipt or invoice showing the date of purchase and a statement describing the issue and conditions of use.

The repaired product will be returned to the customer at the factory's expense. Product found not to be defective will be returned in the same condition as received, or will be subject to standard repair charges.

### Out-of-Warranty Returns

Units returned for repair outside the terms of the Limited Warranty Statement must be returned to the factory postage paid and are subject to standard repair charges. Products found to be beyond repair will be returned in the same condition received. Products will be returned to the customer at the factory's expense.

Returns for any other reason must be pre-approved by STEINEL's Sales Department and will be subject to a 20% restocking fee. Only new, currently published products, in original STEINEL packaging and in resaleable condition will be considered for return. Proof of purchase must be established on all items. All returns must be shipped prepaid by the distributor and will be subject to inspection upon receipt. Unauthorized returns will not be accepted. Approved credit will be allowed only in the form of a merchandise credit memo against future purchases.