



Warranty & Returns

Limited Warranty Policy - Industrial Screw Driving Tools

ZEPHYR MANUFACTURING COMPANY, INC. warrants all titled manufactured products for the expected life of the product against defects in material or workmanship. The warranty does not apply to a product that, in Zephyr's judgment, was improperly used, altered, abused, or badly worn, or a product repaired by others.

The defective product will be repaired or replaced, at Zephyr Manufacturing Co., Inc.'s option, at no charge, when returned to ZEPHYR postage or freight prepaid. Zephyr shall not be liable for loss or use of the product or other incidental or CONSEQUENTIAL COSTS INCURRED BY THE PURCHASER. Some States do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights, which vary, from State to State. For further information, please write the Customer Service Department at the above listed address, include your name, address and zip code, the part number, if applicable, date of purchase and a description of the problem. We will do all we can to assist you.

This warranty replaces all previous warranties and is the only warranty made by Zephyr Manufacturing Co., Inc. on this product. No other warranties, written or verbal, are authorized.

Revision of June 2002.

Supersedes all previous issues.

Warranty Policy - Power Tools

ZEPHYR MANUFACTURING COMPANY, INC., (hereinafter called "ZEPHYR"), constantly inspects all Zephyr product during manufacture and before shipment to insure the highest standards of quality, workmanship, and materials and hereby warrants, subject to the conditions set forth in paragraphs numbered "1" through "3", that it will repair or replace (at Zephyr's option), the products or any part thereof which proved defective by reason of improper workmanship or material for a period of one year (12 months) from the original shipping date without charge for parts or labor:

1. Original Purchaser: This warranty is limited to the original purchaser of the product.

2. This warranty shall not apply to:

- a. Any product or part thereof that has been previously altered or repaired or serviced by anyone other than a service facility authorized by Zephyr to render such servicing;
- b. Any product or part thereof that has been subject to accident, misuse, abuse, or operated contrary to the instructions pertaining to the product.

3. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, NO OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE MADE; AND IN NO EVENT SHALL ZEPHYR BE LIABLE FOR SPECIAL, OR CONSEQUENTIAL DAMAGES. ZEPHYR NEITHER ASSUMES NOR AUTHORIZES ANY REPRESENTATIVE OR OTHER PERSON TO ASSUME FOR IT ANY OBLIGATION OR LIABILITY OTHER THAN SUCH AS EXPRESSLY SET FORTH HEREIN.

Revision of June 2002.

Supersedes all previous issues.

Warranty Policy - Non Power Tools

ZEPHYR MANUFACTURING COMPANY, INC., (hereinafter called "ZEPHYR"), constantly inspects all Zephyr products during manufacture and before shipment to insure the highest standards of quality, workmanship, and materials and hereby warrants, subject to the conditions set forth in paragraphs numbered "1" through "3", that it will repair or replace (at Zephyr's option), the products or any part thereof which proved defective by reason of improper workmanship or material for a period of ninety (90) days from the original shipping date without charge for parts or labor:

1. Original Purchaser: This warranty is limited to the original purchaser of the product.

2. This warranty shall not apply to:

- a. any product or part thereof that has been previously altered or repaired or serviced by anyone other than a service facility authorized by Zephyr to render such servicing;
- b. Any product or part thereof that has been subject to accident, misuse, abuse, or operated contrary to the instructions pertaining to the product.

3. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, NO OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE MADE; AND IN NO EVENT SHALL ZEPHYR BE LIABLE FOR SPECIAL, OR CONSEQUENTIAL DAMAGES. ZEPHYR NEITHER ASSUMES NOR AUTHORIZES ANY REPRESENTATIVE OR OTHER PERSON TO ASSUME FOR IT ANY OBLIGATION OR LIABILITY OTHER THAN SUCH AS EXPRESSLY SET FORTH HEREIN.

Revision of June 2002.

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Distributor Return Goods Policy

ZEPHYR's Return Goods policy grants its authorized stocking distributors the opportunity, on a once per calendar year basis, to return its non-moving inventory in exchange for inventory more suited to its current market conditions. This is not a return of "excess" inventory policy!

1. The total value of the return may be up to five percent (5%) of the previous year's sales.
2. A written itemized return request must be submitted for consideration.
3. The credit will be calculated on the original prices paid at the time the items were shipped, less a twenty five percent (25%) restocking charge.
4. Each line item must have a minimum computed value of fifty dollars (\$50.00) to be considered for return.
5. Only items in "new" condition purchased within the previous 12 months will be considered for return.
6. Specials are non-returnable.
7. Transportation charges are to be prepaid by the distributor.
8. Zephyr must receive a new purchase order of a dollar value equal to or greater than the return as calculated before the restocking charge.
9. Once items 1-8 have been satisfied, a Return Goods Authorization (RGA) number will be issued to the distributor.

Warranty/Return Policy

If you have questions about these policies, please e-mail at: zephyr@zephyrtool.com