



Quest Technology Manufacturer Warranty

WARRANTY:

Quest Technology International Inc carries a "LIFETIME" warranty on all tools where indicated on the product packaging as "LIFETIME" warranty. All other tools will carry a 1-year warranty from date of purchase. This warranty will not extend to any product, which has been subject to misuse, negligence, accidental or improper installation or used in a violation of instructions. Quest Technology assumes no liability with respect to the use of its products including merchantability or fitness for a particular use of its products. Warranties exclude any wearable components such as crimp die sets or strip blade sets. Quest's liability shall be limited to the repair or replacement of any product deemed to be within warranty guidelines.

Return Goods Policy:

Returns sent without prior written approval will not be accepted.

There is a thirty-day no questions asked Return Policy from date of invoice on all current cataloged merchandise. Goods must be returned in original packaging and in resalable condition.

All products returned must have been purchased from Quest within the previous 12 months from the invoice date and must be packaged and shipped in clean and resalable condition.

All returns for reasons other than those covered by Quest's Warranty after 30 days from date of invoice shall be subject to a 20% restocking charge or must be accompanied by an offsetting order equal to one and one half the value of the return merchandise.

Discounted, non-catalog, closeout or any special ordered product is not accepted for return.

Credit for returned merchandise less restocking charge, if applicable, shall only be allowed in the form of a merchandise credit memo. There are no cash refunds.

.Defective merchandise must have a Return Authorization Number.

Quest Technology International, Inc., reserves the right to:

- a. Repair or replace returned defective goods.
- b. Return all merchandise in the packaging in which it was received.

c. Replace an item of similar or equal value when returned defective goods are not in stock.

CONTACT:

Nick Pacella
305-513-8583

RETURN PROCESS:

Call manufacturer contact for RA number. Pack merchandise carefully to avoid further damage, and include a copy of the original invoice or receipt. Ship merchandise back to the manufacturer prepaid.