

NAPA T&E POLICIES AND PROCEDURES MANUAL INFORMATION

Section I: Supplier Information

Product Line: TOOLS & EQUIPMENT
Line Abbreviation: SPC
Supplier: KEN-TOOL
Address: 768 E. NORTH STREET
City, State & Zip: AKRON, OH 44305
Website: WWW.KENTOOL.COM

KEY PERSONNEL

Contact & Title: Steve Vyn, Sales Manager
Responsibilities: Sales and Marketing
Phone & Fax: 330-252-1951 (direct) ; 330-535-1345 (fax)
Voice Mail & E-Mail: svyn@kentool.com

Contact & Title: Eunice Boyes, Sales & Marketing Coordinator
Responsibilities: Sales & Marketing
Phone & Fax: 330-252-1935 (direct) ; 330-535-1345 (fax)
Voice Mail & E-Mail: eboyes@kentool.com; sales@kentool.com

Technical Service Contact & Title: Steve Vyn or Eunice Boyes
Phone & Fax: 330-252-1951 (Vyn) ; 330-252-1935 (Boyes)
Voice Mail & E-Mail: sales@kentool.com

Customer Service Contact: Leonard Broyles
Phone & Fax: 330-535-7177 x 129 ; 330-535-1345 (fax)
Voice Mail & E-Mail: sales@kentool.com

Section II: Warranty Policies and Procedures

Limited Lifetime Warranty: We believe all Ken-Tool customers should be satisfied with the performance, quality and workmanship of whatever product they buy. Each Ken-Tool branded product (except Vises, Torque Sticks and Specialty Sockets) is sold with a **Limited Lifetime Warranty** for the original purchaser for as long as Ken-Tool continues to manufacture that product. Our products are warranted against defects in materials and workmanship. Any Ken-Tool branded product which fails to perform its intended function, due to a defect in workmanship or material will, at our option, be replaced or repaired free of charge. Warranty claims for items that have been broken or are no longer useful due to normal wear, misuse, abuse, alteration, grinding, or heating, will not be honored.

Vises: Our vises have lifetime warranties on their back and front castings, and on their base plates. Jaw faces, screws, main vise nuts and other parts of the vise do wear out and are only warranted for one (1) year. In most cases, the broken or defective part will be replaced free of charge within the first year for the original purchaser. In no case will complete vises be warranted without prior authorization from Ken-Tool.

Torque Sticks/Extensions and Specialty Sockets: Individual torque sticks, torque extensions and specialty sockets have a limited lifetime warranty with the exception of the thin-wall sockets. Thin-wall sockets have a two-year warranty. All warranty claims must include proof of purchase and are for the original purchaser only. Under no circumstances will entire sets be warranted.

Special Note: Some items, such as hammer handles are subject to normal wear and tear, abuse and misuse and are not warranted. These items are so noted in our price sheets.

Warranty Codes: All Ken-Tool items have a warranty code assigned. This code is included on all Ken-Tool price sheets. Refer to the codes below for warranty adjustment guidelines.

- A. Limited Lifetime Warranty against defects in materials and workmanship as stated above for the original purchaser.
- B. Normal wear and tear item, no warranty without prior authorization.

- C. No longer applicable.
- D. Warranty limited to two (2) years from customer purchase date. Original proof of purchase required.
- E. Lifetime warranty on front, back, and base plate castings on vises. Other components limited to one (1) year, proof of purchase required.
- F. Hammers and handles are not warranted if the handle is broken. Actual defects in material or workmanship must exist in the steel head only. Replacement handles are available.
- G. No longer applicable.
- H. Limited lifetime warranty against defects in materials and workmanship on individual components. Component replacement parts are available. Entire product, kit, or assortment will not be warranted if only one or more component requires warranty.

Warranty Claim Procedures: Ken-Tool customer service must verify customer's alleged warranties. Items needing adjustment should be listed in an e-mail to sales@kentool.com. Items not being returned should be destroyed in the field to avoid the possibility of a second adjustment at a later date. Items coded C, D, G, or E require proof of purchase and must include copies of the purchase receipts with the warranty claim. Credit will not be given if a Ken-Tool agent determines that a non-warranty condition exists. Credit will be issued at current year's price sheet. Ken-Tool at 888-536-8665, fax 800-872-4929 or by email to sales@kentool.com for warranty authorization approval.

To be considered for warranty, please provide complete information including: part number of product; nature of claim or warranty reason; owner's name, address and phone number with email address if available. **Digital photos are encouraged.**

Repair and Return Procedures

We do not repair or service items that are out of warranty. All returns must have the RGA# issued by Ken-Tool authorized agent clearly marked on the outside of the cartons and paperwork contained in the returned in order to be accepted and processed.

The return address is: Ken-Tool, 768 E. North Street, Akron, OH 44305.

Handling of Alleged Defectives

See warranty policy.

Warranty Policy question contact person: Eunice Boyes
Phone & Fax: 330-252-1935 (direct); 330-535-1345 (fax); sales@kentool.com
(email)

Section III: Out of Warranty Service Guidelines

We do not service or repair items that are out of warranty.

Section IV: Demo Program Details N/A

Section VI: Changeover Policies and Procedures N/A