

*NEXIQ  
Technologies™  
Warranty & Service*

*Supplement to Published User's Manuals, Installation Guides,  
and Quick Start Guides*

*September 2008*

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## Warranty & Service

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## **Disclaimer**

The information, specifications and illustrations in this manual are based on the latest information available at the time of printing.

# Warranty & Service

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**T**his document provides warranty and service information.

## Exclusive Warranty

Software applications and hardware are warranted for a period of one (1) year from the date of purchase to be free of defects in materials and workmanship, and to be merchantable and fit for its intended purpose.

**NOTE:**



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Date of purchase is defined as **the date the product is purchased by the end-user**. This is not to be confused with the date the product is purchased by the distributor.

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All OEM PC software applications, cables, adapters, and connectors are warranted for a 90-day period.

All warranties are null and void if, after shipment, the product is altered or modified for any reason by anyone other than Snap-on, or is mis-used or abused. No warranty, express or implied, lasts beyond one (1) year from the date of purchase. There are no oral warranties of any kind.

## Exclusive Remedy

The sole remedy for breach of warranty or any other obligation (including and arising out of statute or regulation, strict liability, negligence or the law of torts) is repair or replacement of defective parts by Snap-on or, at the option of Snap-on, refund of the purchase price. This is the exclusive remedy. ALL LIABILITY OF SNAP-ON FOR CONSEQUENTIAL OR OTHER DAMAGES IS EXCLUDED AND DISCLAIMED. In no event shall the Buyer be entitled to damages for lost profits, down time, attorney fees, or business, economic, or commercial loss or damage of any kind. Action on any claim must be commenced within one (1) year after the cause of action has accrued.

## Return Materials Authorization (RMA)

Service is obtained by returning the product (shipping charges prepaid), along with proof of purchase.

During the warranty period, Snap-on will, at its option, repair or replace the product which proves to be defective or, refund the purchase price.

**NOTE:**



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In the case where repeat service is required, the second instance of service must occur within 90 days of the first repair or service. During this 90-day period, the product is under a service warranty.

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Customers **MUST** obtain an RMA number before repair items are sent in for service. This is for warranty and non-warranty repairs as well as rework services.

To obtain an RMA number, please call **(800) 639-6774** and then enter **option 3**. This option transfers your call to the Service/Repair Department where a technician will troubleshoot the issues you are experiencing. If there is an issue that cannot be handled during the phone conversation, the customer will be given an RMA number to return the unit. You will be asked by the NEXIQ associate for your company name, address, phone number and main contact source. Your issue will be documented under the RMA number given and linked to your company's information.

**NOTE:**



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It is required that the RMA number be written on the outside of the box in large, bold print.

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Return the unit(s) to the Snap-on Location at:

Snap-on  
2950 Waterview  
Rochester Hills, MI 48309  
Attention: Service/Repair Department

Local: **(248) 293-8200**

Toll Free: **(800) 639-6774**

In addition, we request that you include a business card or your name and phone number **INSIDE** the box so we can contact you if there are any repair costs. Any package sent to the Service/Repair Department that does not have an RMA number on the outside of the box **WILL BE REFUSED** and returned to the sender, unopened.

If necessary, payment information will be obtained for Snap-on to cover the cost of services while on the phone and a copy should be returned with the items coming in for repair/rework. Payment needs to include shipping and handling charges. (This is for non-warranty and rework charges).

The customer is responsible for shipping and handling charges on non-warranty repairs and non-warranty rework. With all warranty repairs, Snap-on is responsible for the shipping costs of the return to customer.

## Return of Goods Policy

Thank you for your NEXIQ Technologies™ purchase. Please inspect your order for accuracy and for damage during the shipping process. If you did not receive your entire order or your order has not arrived in excellent condition, please contact Customer Service at **(800) 639-6774, option 1** within 30 working days of receipt.

If Snap-on receives the request for return AFTER 30 DAYS, a 15 percent restocking fee will be issued. Upon inspection and approval of the returned products, credit will be issued. Any damaged or missing parts will be deducted from the final credit total. NO RETURNS ARE ACCEPTED WITHOUT AN RGA (RETURN GOODS AUTHORIZATION) NUMBER. Customers are responsible for return shipping charges.



## Return Goods Authorization (RGA) Procedure

RGA numbers are issued for any item that needs to be returned due to an incorrect shipment or credit adjustment. Customers **MUST** obtain an RGA number **BEFORE** returned items can be returned to Snap-on. Any package sent into Snap-on that does not have an RGA number on the outside of the box **WILL** be refused and returned to the sender, unopened.

To obtain an RGA number, please call **(800) 639-6774** and then enter **option 1**. This option transfers your call to the Customer Service Department. Please be prepared to provide the following information:

- Company Name and Contact Name
- Company Address
- Phone Number
- Where the unit was originally purchased
- Purchase Order Number
- Packing Slip Number

**NOTE:**



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Snap-on will accept the return of any product, **HOWEVER**, if the unit is damaged or items are missing, deductions will be made to the final credit amount. **ANY ITEM THAT IS OBSOLETE OR DETERMINED TO HAVE NO VALUE WILL NOT RECEIVE CREDIT.**

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Once authorization for the return is given, it is required to have the RGA number put on the outside of the box in big bold letters and numbers.

Return the unit(s) to the Snap-on location at:

Snap-on  
2950 Waterview  
Rochester Hills, MI 48309  
Attention: Customer Service Department

 Local: **(248) 293-8200**  
 Toll Free: **(800) 639-6774**

**NOTE:**

 The customer is responsible for return shipping and handling to Snap-on.