



**THE LEADER IN INNOVATIVE
SURFACE FINISHING SOLUTIONS**

Flat Rate Repair/Warranty Form

Have your tools repaired by our factory experts! We have a fully trained and dedicated team of technicians ready to meet your service needs and maximize the life of your Dynabrade tools.

Flat Rate Repair

Our Flat Rate Repair service offers a reliable way to keep your tools operating at peak performance. Listed in the current USA Price Book, Flat Rate Repair pricing includes labor and all materials needed to restore the tool to approved factory performance levels.

Upon receipt of the tool(s) and required paperwork at Dynabrade, you will receive an order acknowledgement which includes the anticipated lead time for repair service. Notice of repair completion will be sent via the invoice generated at the time of shipment.

Dynabrade will repair standard components that are returned with the tool. Please remove any non-essential accessory (air hose, fitting, abrasive, etc.) before sending. Accessories such as contact arms, pads, etc. that are missing from the tool or found to be damaged due to improper use must be purchased separately.

Beyond Economical Repair

It may be determined that a product is beyond economical repair. If so determined, a replacement option will be offered. If the replacement option is not accepted:

- The unrepaired product can be returned to the sender. A Shipping & Handling charge will apply in accordance with established terms and conditions.
- Dynabrade can disassemble the tool and properly recycle its components for a flat fee in accordance with established terms and conditions.

Tools whose repair quotes have not been acknowledged within 30 days will be returned at the owner's expense.

90-Day Repair Warranty

Tools repaired through the Flat Rate Repair service carry a 90-day warranty from the date of shipment, limited to the component parts that were replaced on the original repair. Inbound freight is the responsibility of the sender. Outbound freight charges for repaired product are covered by Dynabrade.

****IMPORTANT NOTICE****

For the safety of our technicians, please ensure tools sent to Dynabrade for repair are clean of any foreign objects and debris. Failure to comply will result in the return of the tool, unrepaired. Thank you for your cooperation.

WE LISTEN. WE OBSERVE. WE INNOVATE.



DYNABRADE, INC. USA

8989 Sheridan Drive
Clarence, NY 14031-1419
Tel: 716.631.0100 | Fax: 716.631.2073
International Fax: 716.631.2524



DYNABRADE India Abrasive Power Tools Pvt Ltd.

EL-101, TTC Industrial Area, MIDC Mahape
Electronic Zone, Navi Mumbai - 400710 Maharashtra, India
Tel: +91 22 6910 6600 | Fax: +91 22 6910 6666



DYNABRADE EUROPE

6, OP Tomm
L-5485 Wormeldange-Haut, Luxembourg
Tel: +352 768 494 1 | Fax: +352 768 495



DYNABRADE.COM



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PLEASE DO NOT SEND TOOLS FOR REPAIR WITHOUT THIS PROPERLY COMPLETED FORM

*** INSTRUCTIONS ***

- ✓ Fill out this form COMPLETELY and include it in the box with the tool(s) to be repaired
- ✓ Include a copy of your purchase order for the repair service, noting "Flat Rate Repair Charge to Apply"
- ✓ If believed to be under warranty, include a copy of your original invoice indicating date of purchase, model number and serial number

Distributor

End User

Date _____ Dynabrade Account No. _____ Purchase Order No. _____

Company Name _____ Contact _____

Shipping Address _____ City _____ Zip Code _____

Phone _____ Fax _____ Email _____

Model No.	Serial No.	Surface Material for Tool Usage (wood, fiberglass, steel, aluminum, etc.)

USA DISTRIBUTORS

SHIP TO:

DYNABRADE, INC.
Attn: Repair Department
8989 Sheridan Drive
Clarence, NY 14031-1419

Phone: (800) 828-7333 (Option 3 Customer Service)

Fax: 716-631-2073

Email: repairs@dynabrade.com

CANADIAN DISTRIBUTORS

SHIP TO:

FYKE TRADING
Attn: Repair Department
570 Industrial Drive
Fort Erie, ON L2A5M4

Phone: (800) 828-7333 (Option 3 Customer Service)

Fax: 716-631-2073

Email: repairs@dynabrade.com

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