

18v Cordless ROBO IMPACT

24 Hr. Robotool™ Service Guarantee

The **24 Hr. Robotool™ Service Guarantee** is a service that is unmatched by any tool manufacturer anywhere! Focusing on the critical needs of our customers, we take pride in our customer service and believe that this is an area that sets us apart from all other manufacturers or suppliers. Accordingly, Aircraft Dynamics Corporation guarantees that it will repair or replace your 18v Cordless RoboImpact and ship the tool back to you within 24 hours after receipt of the tool and confirmation by you of the repairs or replacement needed. However, if we should fail to do so, you will be given \$50 (24hr. / \$50 Rule). This money can be immediately applied in kind to any products we provide, or we will credit your account for any future purchases. This guarantee, however, does not apply to tools that have been abused beyond normal wear. The 24 Hr. Robotool™ Service Guarantee applies to the following:

- **Defective tools that fail within the 1 year warranty period.** If your tool should fail within 1 year from the date you received it please contact Aircraft Dynamics Corporation for a Return Authorization Number. After receiving the number please ship the tool back to us. Either by telephone, email, or in writing, please inform us of the problem you are having with the tool. Upon receipt of the tool we will repair it or replace it and ship it back to you within 24 hours.
- **Perpetual Warranty Lease Program.** The Lease Program is a very popular program! This is a very cost effective program designed for those companies that have strict tool budgets and do not want to experience any downtime. Essentially, customers pay a small monthly fixed fee. Lease contracts run for 6 months and automatically renew unless notification is given. The program is simple and works like this: If, during the lease period, you experience a problem with the tool contact us. We will, within 24 hours, send you a replacement tool. In the box that contains your replacement tool we will provided you with a return label. Simply place the defective tool in the box, apply the label, and ship it back to us. *We provide the box and pay all shipping costs.* However, if after receiving your tool we determine that it has been damaged beyond normal wear we reserve the right to invoice you for the excessive damage.
- **Rework Program.** This Rework Program is also a popular program with customers who have purchased a tool and the tool is no longer in warranty – beyond the 1 year period. This program works similar to the Lease Program. If, after the 1 year warranty period, you experience a problem with the tool contact us. We will, within 24 hours, send you a replacement tool. In the box that contains your replacement tool we will provided you with a return label. Simply place the defective tool in the box, apply the label, and ship it back to us. The reworked tool provided to you will then have a 1 year warranty from the date you receive it. Average cost of a rework tool is about 2/3's of a new tool.
- **Repair Program.** If you elect not to participate in the Lease or Rework Programs, and the 1 year warranty period has expired, simply send us your tool and we will repair it and ship it back to you within 24 hours. We will contact you within this 24 hour period if, in our opinion, the tool cannot be repaired. Need a box to ship your tool to us? Simply call us and we will ship you a box for free!

Utility Division - **Aircraft Dynamics Corporation**

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