



Return / Repair Request Form

Return / Repair instructions

To return a product, please follow the instructions listed below.

1. Please complete the return / repair request form below.
2. A copy of **original receipt** must be attached to this form. Any tools sent to Durofix without a proof of purchase will be processed out of warranty and will be subject to extra charges.
3. All returns must be shipped in manufacturer's original packaging, in resalable condition and are subject to inspection for damage or misuse prior to issuance of a credit.
4. Provide a photo to proof the damages or defects for RMA processes more efficiently.
5. Contact us by email or fax to request a RMA#.

Distributor's Contact Information

Company Name: _____ Contact Name: _____
 TEL: _____ Email: _____

Customer's Contact Information

Company Name: _____ Contact Name: _____
 TEL: _____ Email: _____
 Address: _____

Product Information

Product Number: _____ Serial Number: _____
 Date of purchase: _____ Order ID: _____
 Request for: battery charger whole kit parts: _____
 Issue Description: _____

(Please describe in detail. Without providing details, we are unable to examine your tool, and will return it at a cost of \$15.00 for carriage.)

If you have any questions, please call customer service department at Toll-Free: 1-877-693-8665.
WWW.acdelco-tools.com email: customer.service@acdelco-tools.com Tel: 909-980-3323 Fax: 909-980-8822