



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 #/ Quantity : Serial Number:
Date of purchase: Order ID:
Request for: battery charger whole kit parts:
Issue Description: warranty replacement warranty service return (issue credit) service

(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.)

Warehouse Comments: [Empty box]