



## 30-Day Replacement Guarantee

If, in the first 30 days from the original date of purchase, your TapeTech automatic taping or finishing tool fails to perform as expected due to defects in material or workmanship, TapeTech will replace it with the same model tool at no charge to you<sup>1</sup>.

### Process for Tool Owners

Please contact the TapeTech Dealer where you made the original purchase and follow the Dealer's procedure for returning the tool to the Dealer. Your TapeTech dealer will handle it from there.

### Process for TapeTech Dealers

1. Verify that the tool was purchased within the 30 Day Guarantee period.
2. Assess the tool to make an initial determination<sup>2</sup> if the tool failure is due to material or workmanship
3. If, in your professional opinion, the tool failed due to material or workmanship, contact TapeTech Customer Service to receive a Return Merchandise Authorization (RMA) Number
4. Complete the *30 Day Guarantee Return Form*, including the RMA Number
5. Give the Tool Owner a new TapeTech tool (same model as the defective tool) from your inventory.
6. Send the defective tool, accompanied by the completed *30 Day Guarantee Return Form*, to the nearest TapeTech Factory Service Center.
7. TapeTech will send the replacement tool back to you to refill your inventory
8. If you do not have a replacement tool in stock, please notify TapeTech Customer Service and we will send the replacement tool to the tool owner.

1. Normal use only. Damage to tool through misuse or abuse is specifically excluded.

2. TapeTech reserves the right to make the final determination of defects due to materials or workmanship