



<p><b>WARRANTY POLICY</b></p> <p><b>1 Year Standard Warranty</b></p> <p><b>Product with Multiple Components</b></p> <p><b>Hydraulic Power Unit Exchange</b></p> <p><b>General Warranty Terms</b></p>	<ul style="list-style-type: none"> <li>▪ Astro Pneumatic Tool Co. warrants these products to the original user against defective material or workmanship for a period of 1 year from the date of 1<sup>st</sup> use. Astro reserves the right to determine whether the product failed because of defective material, workmanship or other causes and to charge back for missing parts. Astro Pneumatic Tool Co., at its discretion, will repair products covered under this warranty free of charge. The distributor should direct the original user to return the product with the distributor's name, address, adequate proof of date of purchase or a copy of warranty card, and a short note explaining the problem. <b>Failures caused by accident, alteration, or misuse are not covered by this warranty.</b></li> <li>▪ Astro will replace free of charge any part of a component product that fails within 1 year of first use by the original user. See New Defective statement for how to obtain the replacement. Items included in this category include kits, hand tool kits and any other product where there are multiple items or components that make up the unit. Please call 800-221-9705 to obtain product components covered under warranty.</li> <li>▪ Astro will replace free of charge the power unit on select hydraulic equipment. Please call 800-221-9705 to arrange for replacement.</li> <li>▪ Astro Pneumatic Tool Co. or its authorized service representatives must perform all warranty repairs. Any repair to the product by unauthorized service representatives voids this warranty. The rights under this warranty are limited to the original user and may not be transferred to subsequent owners.</li> <li>▪ This warranty is in lieu of all other warranties, expressed or implied, including warranties of merchantability and fitness for a particular purpose. Some states do not allow the exclusion of limitations of incidental or consequential damages so the above limitations may not apply to you. All claims must be sent to:</li> </ul> <p style="text-align: center;"><b>Astro Pneumatic Tool Company</b>  <b>Attn: Customer Service</b>  <b>401 SOUTH PARK AVENUE, SUITE B</b>  <b>MONTEBELLO, CA 90640</b>  <b>Tel: 800-221-9705</b></p>
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<p>SALES AND MARKETING 401 South Park Ave., Suite B Montebello, CA 90640</p>	<p>WAREHOUSE AND OPERATIONS 372 Old US Highway 52 South Mt. Airy, NC 27030</p>	<p>TAMPA OFFICE 6902 NORTH 22ND ST. TAMPA, FL 33610</p>
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<b>NEW DEFECTIVE</b>	<ul style="list-style-type: none"> <li>▪ <i>New defective product</i> is product that does not function properly the first time used. Astro will replace “free of charge” to the original user any product that is deemed to be “New Defective”. Original user may email <a href="mailto:astrotools@astrotools.com">astrotools@astrotools.com</a>, call: 800-221-9705 or fax: 336-786-4992 a request to Customer Service for replacement with 1) proof of purchase or copy of warranty card and 2) a statement explaining the problem. Astro reserves the right to request that the original user return the New Defective product, freight collect, for evaluation prior to providing a replacement. Astro will pre-pay the freight on the replacement unit.</li> <li>▪ All new defective returns are to be sent to: <p style="text-align: center;"><b>Astro Pneumatic Tool Company</b>  <b>372 OLD US HIGHWAY 52 SOUTH</b>  <b>MT. AIRY, NC 27030</b>  <b>Tel: 800-221-9705</b></p> </li> </ul>
<b>REPAIRS</b>	<ul style="list-style-type: none"> <li>▪ Astro Pneumatic Tool Co. or its authorized service representatives must perform all warranty repairs. All repairs are to be sent to: <p style="text-align: center;"><b>Astro Pneumatic Tool Company</b>  <b>401 SOUTH PARK AVENUE, SUITE B</b>  <b>MONTEBELLO, CA 90640</b>  <b>Tel: 800-221-9705</b></p> </li> </ul>
<b>NEW RETURN POLICY</b>	<p>In order to better serve our customers, Astro Pneumatic Tool Co. is requiring that a returned goods authorization number accompany all new merchandise being returned for credit.</p> <p>Please fax or phone-in your list of the merchandise to be returned. Your adherence to this policy will facilitate the issuance of your credit. Merchandise returned under this program must be shipped freight prepaid via UPS. On larger orders please contact Astro’s Customer Service to schedule a pick-up.</p> <p><b>Astro will not accept stock adjustment returns for product that has not been purchased for over 6 months. Discontinued and special order product purchases are non-returnable.</b></p> <p>There will be a 15% restocking/handling charge on all new product returned after 120 days from WD’s date of last purchase. Restocking charge will be waived and a 2% paperwork fee will be charged if an offsetting order equal to 2 times the return value is placed at the time the RGA is issued. The product must be in new condition with all packaging and contents in tact. New Defective returns must be scheduled to arrive in our warehouse in the 1st two weeks of a month. This will allow for the return to be handled in the most efficient manner. All special orders are sold on a “No Return” basis.</p> <ul style="list-style-type: none"> <li>▪ All new product returns are to be sent to: <p style="text-align: center;"><b>Astro Pneumatic Tool Company</b>  <b>372 OLD US HIGHWAY 52 SOUTH</b>  <b>MT. AIRY, NC 27030</b>  <b>Tel: 800-221-9705</b></p> </li> </ul>

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