

# SUNEX<sup>®</sup>

## T O O L S

### WARRANTY POLICY

LAST UPDATED 10-27-21

	WARRANTY	CLAIM PROCESS	EXCEPTIONS
IMPACT SOCKETS			
HAND TOOLS			Torque Wrenches (1 Year Warranty, 90 Day Calibration), Bit Sets/Bit Individuals and Bit Sockets (Out of Box Warranty)
REGULAR AND HD LIFTING EQUIPMENT			
TOOL STORAGE			
REGULAR AND HD AIR TOOLS	 		SX556-6 (repair or replace), Spray Guns (90 Day Warranty) See User Manual for Warranty Details
HD SHOP			
SHOP EQUIPMENT			8019 Work Tables and all Refrigerators (Out of Box Warranty)
LIGHTING			BLKLPK (Out of Box Warranty)
KNIVES			



SUNEXpress™ is the industry-leading warranty program that allows our loyal customers to quickly and easily swap out defective product directly with Sunex®.

The SUNEXpress™ Warranty program applies to all Sunex® products and allows the end user a streamlined channel to warrant their product. This transaction is in lieu of any other remedy for a product defect, including breach of any other express or implied warranties. The SUNEXpress™ Warranty program does not apply to defects that result from use of the tools other than intended, initial performance defects that may be resolved through troubleshooting with technical service, nor defects that may be resolved by the supply of spare parts, including but not limited to, defects in the handles or casters. The SUNEXpress™ warranty program covers any manufacturer defects on your qualified Sunex® product.

The best course of action for the customer is to always contact our Technical/Warranty Technicians as soon as they realize that there is an issue with any of our tools. The Technicians can assist with troubleshooting procedures to correct an issue, provide replacement parts as soon as possible or send out warranty replacement tools when needed.

## SUNEXPRESS<sup>™</sup> WARRANTY PROCEDURES

### IMPACT SOCKETS AND HAND TOOLS

**LIFETIME WARRANTY:** Applies to open stock impact sockets and hand tools, including but not limited to impact sockets, chrome sockets, wrenches, pliers, screwdrivers and pry bars. Sunex<sup>®</sup> Tools will replace the original impact socket or hand tool if defective and under warranty. Return shipping is not required, a replacement will be sent after approval of receipt and product failure. Discontinued products that are warranted under the SUNEXPRESS<sup>™</sup> Warranty may be replaced by most similar product. The replacement policy applies to the individual socket(s) or hand tool(s) in question and does not warrant a replacement of the entire set.

**MODELS EXCLUDED:** Bit Sets/Bit Individuals carry an Out of Box Warranty and Torque Wrenches carry a 1 Year Warranty with a 90 Day Calibration Warranty.

***PROCEDURE FOR IMPACT SOCKET/HAND TOOL RETURN:***

1. Provide image of product failure via email or website for warranty approval.
2. Replacement will be sent out promptly.

### LIFTING EQUIPMENT

**ONE YEAR WARRANTY:** Applies to all service jacks under 3.5 ton capacity, under hoist transmission jacks, and engine cranes. For service jacks, you will be required to ship the original handle yoke prior to receiving a replacement jack. For engine cranes and transmission jacks, you will be required to show proof of scoring the ram to illustrate no further use. Sunex<sup>®</sup> Tools will send a replacement ram after proof of scoring. Service jacks over 5 Tons need to be sent to a Sunex<sup>®</sup> Authorized Repair Center for evaluation.

***PROCEDURE FOR SERVICE JACK RETURN:***

1. Ensure Service Jack is still under 1 year warranty
2. Provide proof of purchase and images of Service Jack failure via online form for warranty approval.
3. Identify the yoke – the triangular component connecting the handle to the chassis.
4. Remove the large bolt on each side of the yoke. Ensure the serial number is clearly visible on the unit. The serial number will be used as confirmation before a new unit is shipped to you.
5. Sunex<sup>®</sup> will provide a shipping address after verification of step 2 above. Ship the yoke to address given. The user is responsible for shipping costs of the yoke.
6. A replacement Service Jack will be sent out promptly after receipt of yoke.

***Service Jacks over 5 Tons need to be sent to a Sunex<sup>®</sup> Authorized Repair Center for evaluation.***

***PROCEDURE FOR ENGINE CRANE RAM RETURN:***

1. Ensure Engine Crane is still under 1 year warranty
2. Provide proof of purchase and images of failure via online form for warranty approval.  
You must show proof of scoring on the ram to illustrate no further use.
3. A replacement ram will be sent out promptly after data is received and approved.

### **PROCEDURE FOR TRANSMISSION JACK RETURN:**

1. Ensure Transmission Jack is still under 1 year warranty
2. Provide proof of purchase and images of failure via online form for warranty approval.  
You must show proof of scoring on the ram to illustrate no further use.
3. A replacement ram will be sent out promptly after data is received and approved.

### **AIR TOOLS**

**\*ONE YEAR WARRANTY:** Applies to all air tools, except HD Air Tools. Sunex<sup>®</sup> Tools will replace the original air tool if defective and under warranty. A replacement will be sent after approval of receipt and product failure.

**MODELS EXCLUDED:** SX556-6 (repair or replace), Spray Guns and Spray Gun Accessories carry a 90 day warranty. Some Heavy-Duty Air Tools have a 2 Year Warranty. Please refer to the user manual for warranty information.

### **TOOL STORAGE, SHOP AND LIGHTING**

**ONE YEAR WARRANTY:** Applies to all carts, shop products and lighting. SUNEXpress<sup>™</sup> warranty will replace any cart or shop part during the life of the warranty. This includes, but is not limited to gas shocks, casters, and drawer slides. Caster replacement has a no hassle 2 Year Warranty from date of cart/creeper purchase. Creepers have a 90 day structural warranty. Return shipping is not required. A replacement part will be sent after approval of receipt and product failure.

**MODELS EXCLUDED:** 8019 Work Tables, all Refrigerators and BLKLPK Pocket Lights carry an Out of Box Warranty. The decals on customer wrapped carts and refrigerators are considered Out of Box. Please contact customer service for support.

### **PROCEDURE FOR TOOL STORAGE/SHOP/LIGHTING RETURN:**

1. Ensure the service cart, shop or lighting product is still under 1 year warranty
2. Provide proof of purchase and images of service cart, shop or lighting product failure via email for warranty approval.
3. Replacement parts will be sent out promptly after all required information is provided.

### **GENERAL WARRANTY INFORMATION**

- Proof of Purchase (POP) is required for all products to be considered for any type of warranty (credits, replacements, parts, repair, etc.) unless they carry a lifetime warranty.
- For items that have troubleshooting procedures, such as jacks, the customer must contact Sunex<sup>®</sup> Technical Services to be walked through these procedures before any warranty is processed.
- Entire sets (socket, wrench, etc.) are not credited/replaced under warranty. Only individual defective item(s) will be replaced.
- Cases on all products (including those with Lifetime Warranty) only carry an Out of Box Warranty. If a replacement case is available, it will be provided or discount may be offered. Out of Box Failure is defined as, a product that fails to perform correctly due to a defect in workmanship or material during the initial receipt, set-up and installation of the product.