



**WARRANTY & EXCHANGE POLICY**  
for TRAXX KoolGlide® Carpet Seaming Tool: Pro, Pro W, and Sinch (#100) Models

**WARRANTY:**

TRAXX'S KOOL GLIDE® carpet seaming tool is warranted to be free from defects in material or workmanship for one year from date of purchase.

**REPAIRS:**

KOOL GLIDE® tools may be sent to TRAXX for exchange. An RMF (Return Merchandise Form) may be obtained on-line at:

[www.traxxcorp.com/literature](http://www.traxxcorp.com/literature)



**An RMF must accompany all returns.**  
No pre-approval is required to submit.

Upon receipt of the tool, a factory reconditioned, fully-upgraded tool will be sent to you.

The standard exchange fee (outside of warranted tools) will be:

- **\$130 Flat Fee:** Pro tool and Pro W tool
- **\$200 Flat Fee:**
  - Sinch (#100 Model)
  - Any tool with exterior casings marked-up or damaged.

**All factory reconditioned tools will have a 90-day warranty.**

Distributor should send tool exchanges with an RMF to:

**TRAXX Corporation**  
1201 E. Lexington Avenue  
Pomona, CA 91766  
Attn: Tool Repair Center

Sender is responsible for all shipping costs to TRAXX.

International Customers: there will be a \$50 surcharge to cover freight and duty.

**RMF Return Merchandise Form**  
for TRAXX KoolGlide® Carpet Seaming Tool: Pro, Pro W, and Sinch (#100) Models

Authorizing Distributor Repair PO: \_\_\_\_\_

Returning Tool From (Distributor Name): \_\_\_\_\_

Product Purchase Date: \_\_\_\_\_

Under Warranty? YES  NO

INBOUND Serial Number: \_\_\_\_\_

OUTBOUND Serial Number: \_\_\_\_\_

Installer Name: \_\_\_\_\_

Installer Address: \_\_\_\_\_

City / State / Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Distributor Return Address: \_\_\_\_\_

City / State / Zip: \_\_\_\_\_

Distributor Contact: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

All exchange tools are factory reconditioned, fully-upgraded with the newest components and include a 90-day Warranty.

KoolGlide® Tool Exchange (for administrative use):

\$100 — Flat Fee: Pro tool and Pro W tool

\$200 — Flat Fee: Sinch (#100 Model) tool

\$200 — Any tool with exterior casings marked-up or damaged.

An RMF must accompany all returns. Distributor should send tool exchanges with this RMF to:  
TRAXX Corporation | 1201 E. Lexington Avenue | Pomona, CA 91766 | Attn: Tool Repair Center

Sender is responsible for all shipping costs to TRAXX. TRAXX, in turn, will cover shipping charges back to sender.

For International Customers: there will be a \$50 surcharge to cover freight and duty.

NOTE: Tools showing excessive damage or abuse will be returned without exchange.

Signature here acknowledges full understanding of exchange program: \_\_\_\_\_

ENGINEERED FLOORING INSTALLATION PRODUCTS | 1201 E. Lexington Avenue, Pomona, CA 91766  
Tel: 888-872-9926 (TRAXXCORP) ~ (909) 623-8032 • Fax: (909) 623-8074 | www.traxxcorp.com

