



WARRANTY & EXCHANGE POLICY

for TRAXX Kool Glide® Carpet Seaming Tool: Pro 2 Model

WARRANTY:

TRAXX'S KOOL GLIDE® PRO 2 carpet seaming tool is warranted to be free from defects in material or workmanship for one year from date of purchase.

REPAIRS:

KOOL GLIDE® PRO 2 tools may be sent to TRAXX for exchange. The Model 100 and the PRO may be sent in for a \$100 discount towards the purchase of a new PRO 2 tool.

An RMF must accompany all returns.

No pre-approval is required to submit. You can obtain the RMF at www.traxxcorp.com/literature

Upon receipt of the PRO 2 tool, a factory reconditioned, fully-upgraded tool will be sent to you. Upon receipt of a Model 100 or PRO, a \$100 discount towards the purchase of a new PRO 2 tool will be offered to you.

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

- \$150 Flat Fee: PRO 2 tools in good condition
- \$200 Flat Fee: Any PRO 2 tool with exterior casing marked-up or damaged.

ALL FACTORY RECONDITIONED TOOLS WILL HAVE A 90-DAY WARRANTY.

Tools along with RMF should be sent to:

**TRAXX Corporation - Attn: TOOL DEPT.
1201 E. Lexington Avenue
Pomona, CA 91766**

Sender is responsible for all shipping cost to TRAXX regardless of warranty status or location.

Canadian customers are responsible for a \$50 (US dollars) freight and duty surcharge.

Overseas customers are responsible for freight and duty for return shipments (FOB Pomona).

NOTE: Tools showing excessive damage or abuse will be returned without exchange or a \$100 Discount Offer.



RMF Return Merchandise Form
for TRAXX KoolGlide® PRO 2 Carpet Seaming Tool

Authorizing Distributor Repair P.O. _____

INBOUND Serial Number _____

OUTBOUND Serial Number _____

Returning Tool From (Distributor Name): _____

Product Purchase Date: _____

(a copy of purchase receipt must be included for warranty service)

Under Warranty? YES NO

Detailed Reason for Return: _____

Kool Glide® HAS A 1-YEAR WARRANTY FROM DATE OF PURCHASE

INSTALLER NAME: _____

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® PRO 2 Tool Exchange (for administrative use):

\$150 — Flat Fee: Pro 2 Tool

\$200 — Any PRO 2 tool with exterior casing marked-up or damaged.

Please note that any Model 100 or PRO shall be sent with exterior casing marked-up or damaged.

Tools along with them **SHOULD** be sent to TRAXX Corporation | 1201 E. Lexington Avenue | Pomona, CA 91766 | Attn: Tool Repair Dept.

Sender is responsible for all shipping costs to TRAXX regardless of warranty status or location.

*** Canadian customers are responsible for a \$50 (US dollars) freight and duty surcharge. ***

*** Overseas customers are responsible for freight and duty for return shipments (FOB Pomona). ***

NOTE: Tools showing excessive damage or abuse will be returned without exchange or a \$100 discount offer.

Signature here acknowledges full understanding of exchange program: _____

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TRAXX CORPORATION