ROTHENBERGER
pipetool technologies at work

ROTHENBERGER WARRANTY

ROTHENBERGER USA, INC., warranties all our products against defects in material and workmanship. The time frame is dependent on the type of tool and may be limited. Warranty coverage ends when the product becomes unusable for reasons other than defects in material and workmanship. This warranty covers replacement or repair of defective parts provided that failure is not due to abuse, misuse, abnormal use, neglect, or normal wear and tear. Motors, switches, and electrical parts, are warranted for a period of one year from the date of sale. Rental units and demonstrators which are resold are not covered under warranty by ROTHENBERGER USA, INC. Warranty excludes consumable parts such as cables, rods, and pipe and drain cleaning tools. Any warranty, whether expressed or implied, rests solely with the seller. Warranty is null and void if instructions and operating procedures are not followed or if product has been repaired or altered outside ROTHENBERGER USA, INC. or our authorized service centers. No other warranty shall apply. This warranty is in lieu of other warranties, expressed or implied, of merchantability, fitness for a particular purpose, performance or otherwise. To obtain repair or replacement service under this limited warranty, the purchaser must return the product freight prepaid to an Authorized Service Center. Repair or replacement will be at the discretion of ROTHENBERGER USA, INC. or their authorized service center.

DRILL BITS, SAWS, AND COUNTERSINK WARRANTY

RUKO warrants that new products will be free from defects in material and workmanship when delivered to the customer. This warranty does not apply to damage from alterations, abuse, misuse, lack of maintenance, or normal wear and tear of the product. Proof of purchase from an authorized RUKO Distributor is required for all warranty claims. Our sole obligation under this warranty is limited to supplying, at its option without additional charge, a replacement for, repairing or issuing credit for any product which within 6 months from the date of sale, be returned freight prepaid to RUKO and which upon inspection by us is determined to be defective in materials or workmanship. Failure to make any claims within such time shall constitute a waiver by buyer of all claims with respect to such shipment. There are no other warranties, beyond description of the goods described herein express or implied, made by RUKO. Except the warranty against defects in material and workmanship set forth above.

TORCHES AND HEATING TOOLS WARRANTY

Sievert Industries warrants that the Product is free from defects in workmanship and materials for a period of ninety (90) days from the date of purchase. During the applicable term of this warranty, and subject to the terms and conditions thereof, in the event that the Product is proven to be defective and the defect is not caused by any misuse or damage to the Product while in the possession of the user, Sievert Industries will remedy the failure or defect without charge to the user except for labor. The remedy will consist of repair or replacement of the Product and/or defective part, at Sievert Industries option. Repair will be made either at user's location or at a facility designated by Sievert Industries. This warranty does not cover defects, failure or damages caused by normal wear and tear, act of God, accident, misuse or unreasonable use of the Product, lack of proper maintenance, fire, flood or any circumstances or events beyond Sievert Industries control.

LIMITATION OF LIABILITY

ROTHENBERGER USA, INC. liability does not extend beyond the repair or replacement of its products as warranted above. In no event shall ROTHENBERGER USA, INC. be liable for claims based upon breach of expressed or implied warranty, negligence or otherwise for any damages whether direct, immediate, incidental, foreseeable, consequential, or special.
Customer Responsible for all duties, tariffs, and taxes on shipments outside of the Continental US. NET 30 Terms – No Discounts.

RETURNED GOODS POLICY

Written permission and return goods number must be obtained from Customer Service at 1-800-545-7698 or CustomerService-US@Rothenbergerusa.com before the return of any merchandise. The return authorization number must be clearly visible on the return shipping label. No collect shipments will be accepted; the distributor pays return freight charges including brokerage and duties where applicable. Return authorizations are effective for 30 days from issuance. Credit will be issued for any material received and inspected during this period, and the return is closed upon completion. Any future returns will require a new return authorization. All return credits are subject to inspection and ROTHENBERGER USA approval prior to credit issuance. The credit amount will be based on the actual price paid. No returns will be accepted or processed during the month of December. Any product received which does not meet the policy requirements will be returned to the distributor freight collect. Product may be returned to ROTHENBERGER USA for the following reasons, and under the below conditions.

- Any return authorizations requested and approved within 60 days of invoice will not have a restock fee.
- Any return authorizations requested and approved after 60 days of invoice will incur a 15% restock fee.
- All return authorization requests must occur within 12 months of invoice without exception.
- No returns are allowed during the month of December.
- All material must be new and unused, of current design, and in resalable condition.
- MAPP PRO, Propane, and oil products will not be accepted.
- Product returned in excess of the items and quantities authorized will be returned freight collect. Product with standard pack quantities will not be accepted in quantities other than the standard pack.

ORDERING ERRORS

- Distributor ordering errors may be returned freight prepaid within 60 days of invoice date.
- Order entry errors may be returned freight prepaid within 60 days of invoice date.
- Customer must report short shipments within 14 days of receiving the order.
- Customer Service must verify the shipping weights with carrier.

PRODUCT DEFECT

- Product containing manufacturing defect may be returned for credit, repair or replacement, but must be reported within 14 days of delivery.
- Detailed description of the faulty product must be provided at the time of the return request.
- Customer Service may require additional description and/or photo or documentation as needed prior to return authorization approval.
- Defective product returned for credit, repair or replace at no charge are subject to approval of the ROTHENBERGER USA warranty. See the Terms & Conditions for detail.

Contact Customer Service at 800-545-7698 or customerservice-us@rothenbergerusa.com for return authorization approval

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