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North American Authorized BTB Repair Center

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Ronald Steinberg, Manager

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CRL BTB10HD Power Hand Tool Repair Evaluation

Company Name: _____ Your Name: _____

Return Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Fax: _____

Serial #: _____ Date Received at Repair Center: _____

Purchase Date: _____ Date Repaired: _____ Customer #: _____

BTB Invoice #: _____ Technician: _____

Inspection Results

For BTB Use Only

Warranty: _____ Not Warranty: _____ Other: _____

Normal Wear: _____ Improper Use: _____ No Defects Found: _____

Upgrade: _____ Clean: _____ Normal Service: _____

Cost Estimate

Labor Cost: _____ Parts Cost: _____ Approximate Shipping Cost: _____ Total Cost: _____

Other Comments: _____

Customer Approval: _____ Date: _____

Please fax or call with authorization for repair cost to expedite service time.

The CRL BTB Air Tool is warranted against defects in the manufacturing process for a term of six months. This warranty does not cover damage due to excessive wear because of foreign objects entering the tool through the air stream, the lack of customer maintenance, daily oiling, modification or abuse. Warranty repairs are to be shipped to the repair center at the customer's expense. The Tool will be inspected and repaired or replaced at our option if a warranted defect is identified. A warranted Tool will be returned UPS ground pre-paid at BTB expense.

Upon inspection, if your tool requires repairs not covered under warranty the following procedures will apply. The customer will be notified of the estimated cost of repair for approval before any repairs begin. To inspect the tool and perform minor repairs a \$45.00 minimum labor service charge will apply. Major repairs will be billed at \$45.00 per hour for actual repair time beyond the minimum charge. The customer will be responsible for the cost of any necessary parts and return shipping charges. Upon request, we will return ship the repaired tool using the same method of shipping that the customer used to ship BTB the Tool. Normal return shipping is UPS ground service.

Most Tool repairs will be shipped within two to five days of estimate approval. A complete address, phone and fax number (if available) must accompany the returned Tool. No P.O. Boxes for return shipping addresses please. All non-warranty repairs will be shipped COD unless customer is on open account with the repair facility.