

HYTORC CUSTOMER SERVICE POLICY



FREE SERVICES*

- User safety training upon receipt of merchandise
- Loaner tools in event of product failure within 24 hours
- Torque/Tension consultation/seminar
- Half-Day, first-use supervision
- Annual product inspection on request
- Product demonstrations
- 12-Month no-questions-asked warranty
- 5-Year hydraulic tool housing warranty
- User training for first-time rentals
- Warranty repairs including return-freight
- Upgrades during the lifetime of the tool to enhance safety, durability, and function
- Free calibration with new tool purchase

*Above services are not subject to travel expense charges.

REPAIRS

- All repairs are guaranteed for 6 months
- All repairs are subject to labor and part cost as outlined in the official HYTORC price list
- All repairs will be tested and calibrated to ensure the highest quality repairs
- All warranty repairs are free of all charges including return-freight

TOOL RENTALS

- 100% of all paid rentals can be applied towards select purchases within six months from the date of rental invoice
- User training for first-time rentals is free of all cost
- Rental tools are guaranteed to perform and are subject to the free loaner tool policy of HYTORC

**Contact your local HYTORC Representative,
or call 1-800-FOR-HYTORC (1-800-367-4986)**

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