



## Warranty Request Form

### *Limited Warranty*

*Hayes Industrial Solutions, Inc. warrants all products distributed. All products have 12 months warranty against manufacturer's defects from the date of purchase directly from Hayes Industrial Solutions, Inc. or Hayes Industrial Solutions, Inc. authorized dealers. Furthermore, this warranty only covers factory defects.*

*Submission of this warranty request form does not constitute confirmation of coverage, approval, or entitlement to a refund. All claims will be reviewed and evaluated strictly in accordance with the terms and conditions set forth in our **Warranty and Returns Policy**. Standard processing time is approximately **3-5 business days** from the date of receipt. For complete policy details, please refer to the **Warranty and Returns Policy** available on our website.*

### **Customer Information**

Customer Name \_\_\_\_\_

Company Name \_\_\_\_\_

Phone Number \_\_\_\_\_

Email Address \_\_\_\_\_

Mailing Address \_\_\_\_\_

### **Product Information**

Product Model \_\_\_\_\_

Serial Number \_\_\_\_\_

Purchase Date \_\_\_\_\_

Purchased From \_\_\_\_\_

Invoice/Receipt Number \_\_\_\_\_

Hours of Use \_\_\_\_\_

## Description of Issue / Failure

Please provide detailed information on the problem, including any error codes, noises, visible damage, or abnormal operation:

## Attach Pictures

Please attach high-resolution photos showing the product, the defect, and any relevant areas for assessment.

## Authorization

I hereby declare that the above information is accurate and complete to the best of my knowledge.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **Warranty and Return Policy**

### **Warranty Policy**

#### **Limited Warranty**

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#### **Warranty limitations and exclusions**

- These warranties do not apply to Hayes® Products where:
- Repairs have been made or attempted by others
- Repairs are required because of normal wear and tear.
- The tool has been abused, misused, improperly maintained or operated.
- Alterations have been made to the tool

### **Returns Policy**

#### **Return of Goods**

Buyer must receive written authorization directly from Hayes Industrial Solutions, Inc. or Hayes Industrial Solutions, Inc. authorized dealer before any returns. The goods must be in the same condition as received. The buyer has 15 days to request a return of goods after the date of the purchase. Buyer is responsible for return freight for any reason other than manufacturer's defects.

#### **Returns Periods**

15 days

Products can be returned within 15 days with proof of purchase on [www.hayesindustrialsolutions.com](http://www.hayesindustrialsolutions.com) or [www.hayesfusion.com](http://www.hayesfusion.com).

30 days

Products can be exchanged within 30 days with proof of purchase on [www.hayesindustrialsolutions.com](http://www.hayesindustrialsolutions.com) or [www.hayesfusion.com](http://www.hayesfusion.com). The goods must be in the same condition as received.

#### **NON-RETURNABLE / NON-REFUNDABLE**

- Hayes Industrial Solutions, Inc. reserves the right to decline returns on the following grounds:
- Where a product does not have a manufacturing defect but has been damaged by the customer, or to prevent fraud or abuse.
- Specialty orders or custom products do not qualify for returns, such as Hydraulic Butt fusion Machines made to order.
- Products ordered and tailored specifically to customer's requirements or measurements.

This warranty and return policy give you specific legal rights, and you may also have other rights which vary from state to state.