



# Tool Repair Request Form

- Step 1 • **Print and complete (1) form for each tool being sent in for repair.**

**Tool will not be evaluated unless this form is fully completed in its entirety!**

**Contact Information**

Company/ Contact \_\_\_\_\_

Phone number \_\_\_\_\_

Email: \_\_\_\_\_

**GESIPA Returns the tool to:**

Company: \_\_\_\_\_

Street Address: \_\_\_\_\_ City, State, ZIP: \_\_\_\_\_

**What tool are you sending in for repair?**

Tool Model: \_\_\_\_\_

Serial #: \_\_\_\_\_

**What is wrong with the tool or product!**

\_\_\_\_\_

- Step 2 • **Ship complete tool to SFS Group USA, Inc. Division Riveting**

**Please include 25 fasteners with the tool for testing**

SFS Group USA, Inc. Division Riveting (GESIPA)

126 Quality Drive

Mocksville, NC 27028

- Step 3 • **Agree to pay a flat fee for tool repair according to rates below:**

\*Warranty only applies to manufactures defects.

\* Does not apply to batteries and missing items these will be added to the flat fee!

Hydropneumatic Process Monitoring Rivet & Rivet Nut Tools: \$450 Evaluation Fee + Parts and Labor

Hydropneumatic Standard Rivet & Rivet Nut Tools: \$350 Flat Fee per tool

Battery Powered Rivet & Rivet Nut Tools: \$250 Flat Fee per tool

Freight charges and applicable taxes are not included in the flat

fee. Return freight is paid for warranty repair.

\* Calibration of C tools optional.

**\*\*\*Must complete this section in full and include a PO for your tool to be evaluated\*\*\***

**By signing this form you agree to pay the flat fee mentioned above**

Print: \_\_\_\_\_ Sign: \_\_\_\_\_

Must specify PO#: \_\_\_\_\_ Date: \_\_\_\_\_

Must Specify Shipping Instructions to return Tool / Account#: \_\_\_\_\_

**In the rare case the tool cannot be fixed for this flat fee, you will be sent a repair estimate. If you decline to have your tool repaired based on this estimate or you fail to respond within 30 days from the date of the estimate is sent, then the applicable flat fee listed above will be charged to your PO.**

**\*\*PLEASE NOTE: IF NO REPLY RECEIVED WITHIN 60 DAYS OF FINAL EST GESIPA USA**

**WILL DISPOSE OF THE TOOL.**