



— Quality Sealant Applicators —

**COX North America, Inc.
Warranty – Return – Service**

WARRANTY/DEFECTIVE MERCHANDISE

COX Warranty: COX North America, Inc. offers a one-year limited warranty from the date of purchase against defects in materials and workmanship on all products. COX will repair or replace the product at our option, at no cost to the purchaser for labor, parts or return transportation, if it is delivered to us or your local COX dealer. #

When a customer has a damaged or defective applicator, they must contact COX North America, Inc. If a sales representative is at a customer location and they have damaged or defective merchandise, COX North America, Inc. must be notified, prior to credit approval or destruction of the product. As standard all damaged and defective merchandise must be returned for inspection unless approved by management.

An RMA number is required prior to sending damaged or defective product back to COX North America, Inc. Return options will be discussed/determined at the time the RMA number is obtained. Contact our service department for an RMA number, or for any return issues. Service e-mail: service@cox-applicators.com.

RETURN MERCHANDISE AUTHORIZATION

An RMA number (Return Merchandise Authorization) is required to return **ANY** merchandise to COX North America, Inc. All merchandise returned to the warehouse must be unused, current stock, in original cartons, include all accessories originally shipped with the tool, and sent freight prepaid before credit will be issued. **ALL** returns must be returned to COX North America, Inc. Absolutely **NO** returns will be accepted without prior approval and an RMA number. Product must be received and inspected prior to credit. If the product was customized in any form, it is not returnable unless discussed and pre-approved by COX management.

If a product is being returned due to shipment damage, or it was defective upon receipt, an RMA number is still required. Return freight options will be discussed/determined at the time the RMA is issued.

There is a 15% restocking fee on all merchandise returned to the warehouse. COX prefers to credit for returns - other options for returning merchandise are available, but must be requested and approved.

Contact our service department to obtain an RMA number. Service e-mail: service@cox-applicators.com.

REPAIR SERVICE

The repair program is for COX products that are no longer covered under the one-year limited warranty against manufacture's defects. Only COX North America, Inc. will determine if a product does or does not meet warranty criteria. Repair charges are \$30 per hour per tool for labor with a minimum of one hour. Parts are additional.

COX North America, Inc. will submit a quotation for repair prior to work being done on the tool(s). The customer will have the option of accepting or denying the quote prior to any work being done on the product(s).

The customer does not have to be a current account to have service done, as payment can be made using Amex, Visa or MasterCard. A 10% handling fee applies to those paying by credit card that do not have a current account.

An RMA number is required to return any merchandise to COX North America, Inc. Contact our service department to obtain this authorization. Service e-mail: service@cox-applicators.com.

V12.5.24

#