



Ship Tools To: **BN Products-USA™ Repair**  
**3450 N Sabin Brown Road**  
**Wickenburg, AZ 85390**

# Construction Tool Repair Request

Customer Service: (800) 992-3833  
Mail@BNProducts.com

- INCLUDE THIS FORM WHEN SHIPPING TOOL TO BN PRODUCTS-USA™ -

Bill To: Customer Name

Address

City, State/Prov, Postal

TelephoneEmail

Contact Name/Title

Ship To: Customer Name

Address

Physical Address Required  
We are unable to ship to a PO Box

City, State/Prov, Postal

TelephoneEmail

Contact Name/Title

Product: Tool Model #Serial #

Customer PO #

Describe problem(s) with Tool, and service(s) that you are requesting:

**Note:** Tools submitted and shipped to BN Products-USA™ for service will be evaluated upon teardown, and an itemized parts/cost breakdown estimate will be generated. Customers must Approve or Decline the repair estimate within 30 days from the date that the estimate is issued. Our goal is to provide high-quality tool repairs in a timely manner for each Customer.

- If Approved:** BN Products-USA™ Customer Service will contact the Billing Contact to process payment for all repairs.
  - Warranty: BN Products-USA™ will warranty parts and labor for 90 days upon Customer receipt of a repaired tool.
- If Declined:** A teardown fee will be applied (varies by model). Tools will not be reassembled once they are torn down, if not repaired. Teardown fees do not include return freight, which will be billed if Customer elects to have an unrepaired tool returned. Freight charges are subject to final weight measurements.
  - Teardown fees:** Charges for disassembly and evaluation vary by model, not less than \$35.00 and not to exceed \$125.00.
  - Examples** (teardown / evaluation charges): Cutting Edge Saw™ \$35.00; Hydraulic tools and Rebar Tying tools \$75.00; Mechanical rebar benders \$125.00. BN Products-USA™ reserves the right to evaluate all tools individually and assess fair charges for other tool types and circumstances.

BN Products-USA™ USE ONLY: COMPLETED AFTER TOOL RECEIPT AND EVALUATION

TOOL RELEASE

Date ReceivedTag #

Estimate: Billable Repair (See Estimate)Warranty (No Charge)

Repair Estimate:Customer AcceptedCustomer Declined

- Accept:** BN Products-USA™ Customer Service will contact Billing Contact for payment method
- Decline:** A teardown charge of (\$35 - \$75 - \$125) applies, plus applicable return freight charges, if tool is returned