



WARRANTY PROCESS FOR DEALERS

We want consumers to be 100% satisfied with their purchase. If for any reason the light fails or malfunctions, Tovatec warrants its products against defects in material and workmanship for 1 year from Date of Consumer Purchase. Pursuant to this Limited Warranty, Tovatec will, at its option, repair or replace legitimately defective products. Repair and/or replacement may include the use of refurbished parts or products. "Refurbished" means products or parts that have been factory restored to original specifications.

Warranty coverage only applies to the original purchaser, when purchased from an authorized Tovatec dealer. Proof of Purchase from authorized dealer within the past 12 months must be included with all warranty returns.

The Warranty **does not cover**: (1) Rental or Commercial use; (2) damage caused by accident, misuse, abuse, improper installation or operation, product modification or neglect; (3) lights sold as a close-out/clearance special; (4) damage caused by repair or service performed by persons not authorized by Tovatec, including tool marks made by trying to disassemble the lights; (5) products on which the serial number has been altered, defaced or removed; (6) products not purchased from an Authorized Tovatec Dealer; (7) damage due to use of improper batteries (all warranty returns MUST include batteries used); (8) any lights or batteries that have been disassembled or factory seal has been broken; (9) expired batteries past one year of purchase.

To obtain warranty service, **consumer will return the light to the authorized dealer**. Dealer will contact Tovatec for a Return Authorization number – full disclosure of issue is needed to generate RA#. Product and Proof of Purchase must be returned, freight prepaid, to Tovatec with RA number clearly marked on package. Product must be sent in original or comparable packaging that protects the contents. Upon receipt of light, Tovatec will test the light. If it is deemed a factory defect, it will be credited or replaced. If it is repaired, it will be returned to the dealer to return to the consumer (if light was replaced to consumer before going through this process, it will be returned to dealer to do with as they see fit).

Please note:

1. Consumers directed to Tovatec by dealer will be directed back to dealer to handle warranty in the process stated above.
2. All components packaged with the lights (charging units, batteries, charging cables, battery cradles, lanyards etc.) must also be returned with the light for testing
3. Product sent to Tovatec without a proper Return Authorization number will not be accepted.

Contact Details:

Warranty@tovatec.com

Phone: (719) 219-0814

Fax: (719) 597-4150

Mailing Address:

Tovatec Customer Service

6170-B Lake Shore CT.

Colorado Springs, CO 80915