

# Warranty Policy

At **KATOOL / M&E**, we stand behind the quality of our equipment. Our limited warranty is designed to give you confidence in your purchase while clearly outlining coverage and conditions.

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## Standard Warranty Coverage

- **All Equipment:** Limited **1-year (12 months)** warranty covering parts and product defects.
  - **Vehicle Lifts:** Additional **3-year (36 months)** warranty on all **structural components** (in addition to the 1-year parts coverage).
  - **Covered Parts** (including but not limited to): cylinders, power units, motors, displays, electronics, and related components.
  - **Replacement Parts:** Provided **at no cost**, with **free shipping** included.
  - **Extended Warranty:** Customers may purchase a **2-year extended warranty** for added coverage.
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## Warranty Eligibility

- Warranty claims must be made **within the applicable coverage period**.
  - Warranty is **non-transferable** and applies only to the **original purchaser**.
  - Proof of purchase (order number, invoice, or sales record) is required.
  - Equipment must have been purchased directly from **KATOOL** or an **authorized vendor**.
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## Warranty Limitations & Exclusions

- **Labor costs** for installation, removal, or repair are **not included** in warranty coverage.
  - Customers **must not disassemble equipment** prior to claim approval. Doing so may void warranty eligibility.
  - Warranty coverage applies only to defects in materials or workmanship.
  - Damage caused by misuse, improper installation, environmental factors, or operation outside manufacturer guidelines is **not covered**.
  - Equipment or parts outside the warranty period are the customer's responsibility and must be purchased at full cost (plus shipping).
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## Warranty Claim Process

1. Contact our Warranty/Service Department to begin a claim. <http://tinyurl.com/katoolform>
2. Provide your **order number** and description of the issue.
3. Photos and/or videos of the defect are required for claim review.
4. Our Warranty/Service Department will evaluate the claim and determine coverage.
  - o All claims are subject to **departmental approval** and may be accepted or denied at KATOOL's discretion.
5. Once approved, replacement parts will be shipped to the customer **free of charge**.

### **Disclaimer**

This warranty is the sole and exclusive warranty provided by **KATOOL / M&E**. No other warranties, expressed or implied, including warranties of merchantability or fitness for a particular purpose, shall apply. KATOOL / M&E shall not be liable for any incidental, indirect, special, or consequential damages, including but not limited to loss of profits, downtime, or injury to persons or property, arising from the use, misuse, or inability to use the equipment. Warranty coverage is limited strictly to the replacement of defective parts, as outlined above. Labor, installation, removal, and related service costs are not covered under this warranty.