

# TOOL REPAIR POLICIES



## Quality. Reliable. Efficient.

- ⇒ Provide Name, Date and Daytime telephone number of the person we should contact if we have any questions.
- ⇒ Describe problems and certain repair requests. Be as specific as possible.
- ⇒ Tools may be dropped off at either Eldredge Lumber & Hardware in York, ME or Kittery Ace Hardware in Kittery, ME. To ensure your tool arrives repaired at the same location as you dropped it off, please make a note as to your drop off location.
- ⇒ Until the tool is rebuilt and tested, it is impossible to know the exact problems that exist with your tool. It is for this reason we are unable to do estimates. However, if your tool costs are significant we will contact you for permission before resuming repair. If a decision is made to not move forward, we will return the tool unassembled. A minimum bench fee may apply.
- ⇒ Please ensure all safety features on your tool are intact. If a tool arrives with any of these features missing they must be installed before the tool leaves our premises. For safety reasons, we cannot release a tool without appropriate safety features working properly. Some examples may include but are not limited to; guards & acceptable cords.
- ⇒ To assist us in troubleshooting a nail-related problem, please include the nails when dropping it off.
- ⇒ Please be sure to drop off any necessary fuel and/or batteries for impulse tools.
- ⇒ To expedite the repair process, please include any batteries with battery drills.
- ⇒ Charges will include any parts needed as well as a bench fee only for the time your tool is being worked on. There is no minimum charge.

Customer Name (Please Print) \_\_\_\_\_ Date \_\_\_\_\_

Customer Signature \_\_\_\_\_



**Kittery ACE Hardware**  
www.kitteryace.com  
6 Shapleigh Road, Kittery, ME # 207.439.4150