

SERVICE & WARRANTY

How do you control the quality of your machines?

We control the quality of our machines in many ways. First, our machines are built to our specifications and standards - we do NOT simply buy what the factory sells. Second, we have an office overseas with engineers who inspect our products before they leave the factory. Our US-based quality control representatives also make frequent visits to our overseas suppliers' factories. Third, all of our US warehouses have a Quality Control Department that inspects machines upon arrival. They also have complete machine shops and trained technicians to perform warranty repairs.

Many of us here at Grizzly are woodworkers and/or metalworkers. We use our equipment both on and off the job so we know our machines very well!

How can I get help for technical questions, parts or repairs?

In the unlikely event that your Grizzly tool needs repair or if you have a technical question, help is as close as a phone call away. The number for our Technical Support Department is (570) 546-WOOD (9663). Often, our trained service technicians are able to walk you through minor repairs and adjustments over the phone. If not, we offer complete service facilities at all locations, so your machine can be repaired with as little downtime as possible. If your machine needs warranty or non-warranty repair, please call us to set up a Return Authorization.

What is the warranty on your products?

All the items we sell are covered under warranty for one year from the original purchase date, for the original buyer. Other id-brand items may come with different manufacturer warranties.

This warranty does not apply to defects due directly to misuse, abuse, negligence, accidents, repairs, improper wiring, alterations, lack of maintenance or to consumable parts. This is Grizzly's sole written warranty and any and all warranties that may be implied by law, including any merchantability or fitness, for any particular purpose are hereby limited to the duration of this written warranty. We do not warrant or represent that our merchandise complies with the provisions of any laws, acts or electrical codes. We do not reimburse for third party repairs or any expenses related to moving machinery to and from carrier vehicles. In no event shall Grizzly's liability under this warranty exceed the purchase price paid for the product and any legal actions brought against Grizzly shall be tried in the State of Washington, County of Whatcom. We shall in no event be liable for death, injuries to persons or property or for incidental, contingent, special or consequential damages arising from the use of our products. To take advantage of this warranty please call our Customer Service Department at (800) 523-4777. Proof of purchase must accompany the merchandise. Manufacturers reserve the right to change specifications at any time because they constantly strive to achieve better quality equipment. Merchandise covered by a manufacturer's warranty must be sent directly to the manufacturer for repair or replacement. These manufacturers include DeWalt, Porter Cable, Makita, Milwaukee,

Drill Doctor, Hobart, Campbell Hausfeld, Fein, Baldor and others. Please see the information provided in the product manual for warranty information.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.