

Warranty Information

LETTER FROM THE PRESIDENT OF IPA

My name is Peter Vinci and I am the president of IPA®. I would like to first thank you for your interest in IPA®'s product line and share my commitment to you, our products and our policies. In today's world, we have all experienced the lack of service and consideration demonstrated by many companies after you buy their products. They say whatever they can to make the sale, and then it's like pulling teeth to get any service response out of them. I know this myself firsthand and because of this, I want to be sure that your experience with IPA® meets your expectations and that IPA® never disappoints you with our service or customer response.

To prove my commitment to you, if for any reason, you are not happy with one of our products - or more importantly, with the response from our customer service department, or any other member of the IPA® team - I invite you to contact me directly via [my email](#) or call me at 888-786-7899. Your satisfaction is more important to me than the sale itself. We will not be in business for long if we don't make you completely happy with our products and service. I want IPA® to be different and be known for its quality and service.

With that said, please take a look at our product line. You will see innovative, first time products that were created to help you do your job faster and better than before. I would also like to invite you to critique our products. If you can think of a better way to make them or changes that will make them work better, please contact me directly and I will be sure to look into it. If you have an innovation and would like some feedback, give me a call.

From all of us at IPA®, we thank you for taking the time to review our product line and wish you and your family the very best of everything.

Peter Vinci

President

Innovative Products of America®

Warranty Information

We stand behind the quality of our tools and equipment. All IPA® tools are backed by a 24-Hour (business day) Repair or Replace Policy that is second-to-none. Once your item arrives at our facility, we will repair or replace it and ship it back to you within 24 hours. To return an item for warranty, call our toll free number to receive your RGA# before shipping the product back to IPA®. For more information, please call 888-786-7899 or [email](#).

Innovative Products of America® Incorporated has established a Lifetime, 3-Year or 1-Year Warranty Policy depending on which tool. Each warranty is suited to an individual product and complete warranty information is included with the product or supplied upon request.

LR Lifetime Warranty/Return or Replace Policy: These items are covered for the normal lifetime of the product under the stipulation of the Standard Warranty

3YR 3 Year Limited Warranty/Return or Replace Policy: These products are covered for 3 years from date of original user purchase under the stipulations of the Standard Warranty

1YR 1 Year Limited Warranty/Return or Replace Policy: These products are covered for 1 year from date of original user purchase under the stipulations of the Standard Warranty

We truly want you to be happy with our products so if you have any questions, call us toll-free at 888-786-7899 or [email us](#).

[Register Your Warranty Here](#)

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.