

**Zebra Instruments**

P.O. Box 1305  
Salado, TX 76571



## **Product Warranty Policy**

Zebra Instruments provides a warranty for one-year from the original end-user's date of purchase on the following items: ZebraStat (ZS-2), Universal Zebra (UZ-1), Variable Speed Zebra (VZ-7), SideWinder (SW-5).

This one-year warranty does not apply to tools that have been exposed to voltages or currents higher than specified in their respective manuals, abuse or rough handling, damage to connectors, damage from moisture, or exposure to chemicals.

## **Out-of-Warranty Repair Policy**

Zebra Instruments provides an inspection and repair service for the above-listed products that are either outside the warranty timeframe or cannot meet requirements to process a warranty claim. Call or email for the current flat-rate cost.

### **How to Return Product:**

1. Contact Zebra Instruments Monday-Thursday between 8:00 am and 3:00 pm or Friday between 8:00 am and 12:00 Noon, Central Standard Time, at Toll Free: (888) HI-ZEBRA, Voice: 512-869-7000, or Email: Sales@ZebraInstruments.com.
2. Once you receive an RMA, print it on the packing slip and label and ship product to:

Zebra Instruments  
RMA: \_\_\_\_\_  
3000 FM 2268  
Salado, TX 76571

3. Once we receive the returned product, we will contact you with any questions we have.

### **Additional Information:**

1. We cannot ship to a Post Office address.
2. For claims under warranty, we must receive a clear copy or original sales receipt listing our product, price, place sold, and date.
3. Credit card payment preferred. If paid by personal or business check, there could be up to 10 business days delay until check clears.
4. RMA number must be written clearly on outside of box.
5. Ship to us using a traceable method (UPS, FedEx, DHL, etc.). We do not recommend USPS.