

Recon Limited Warranty

Reconditioned tools automatically receive a 1 year limited warranty from the date of purchase. Valid receipt from an authorized retailer is required. Warranty is not transferable. Reconditioned tools will have the word 'RECON' or some variation stamped into the tools housing. Reconditioned tools are not eligible for the Lifetime Service Agreement.

3-Year Limited Warranty

RIDGID® Brand Hand Held Power Tools, Stationary Power Tools, and Pneumatic Tools are automatically covered under a 3-year Limited Warranty. This 3-Year Limited Warranty begins from the date of purchase shown by a valid receipt. If a valid receipt is not available, the 3 year limited warranty period begins from the date of manufacture shown by the serial code.

Lifetime Service Agreement

The original purchaser of an eligible product may elect to register for a free Lifetime Service Agreement. To accept this Lifetime Service Agreement, you must register your product and submit proof of purchase for processing approval as described below. The Lifetime Service Agreement provides the original owner of qualifying RIDGID® Brand tools a lifetime of free replacement batteries, free service and free replacement parts subject to the limitations set forth below.

The Lifetime Service Agreement is available free of charge, on all eligible RIDGID® Brand hand held power tools, stationary power tools and pneumatic tools, subject to the terms and conditions stated below. Customers have 90 days from date of purchase to register tools for the Lifetime Service Agreement. Once all conditions of the registration process are fulfilled, the tool's service coverage lasts the lifetime of the original purchaser. The Lifetime Service Agreement status on a tool is not transferable. Note: The RIDGID Lifetime Service Agreement is only available for eligible RIDGID tools purchased at THE HOME DEPOT.

Conditions of the RIDGID® Brand Lifetime Service Agreement

To accept the RIDGID® Brand Lifetime Service Agreement, you must register your qualifying RIDGID® Brand Hand Held Power Tool, Stationary Power Tool or Pneumatic Tool within 90 days after purchase. Register by logging on to www.ridgid.com, click on "Product Registration," and choose the appropriate product category. Log into your personal account, if you do not have one, create an account. Then click 'Register New Product'. Include all qualifying RIDGID brand product information: complete model and serial numbers for each serialized piece of equipment, including batteries and chargers. If you don't have access to the internet, enclose a letter with the following information: First name, last name, e-mail, date of birth, phone number, address, city, state, zip code, model number from package, and the model/serial number of all qualifying serialized tool(s), battery(s), and charger(s) if applicable. Then mail the online confirmation print out or the hand written letter with your original receipt (making a photocopy of your receipt to keep for your records is recommended) and the original UPC from the qualifying products package to: RIDGID® Hand Held and Stationary Power Tool Technical Service, PO Box 1427, Anderson, SC 29622 for processing and approval. All registrations must be made under the name of an individual person. Within approximately 6-8 weeks after completion of the registration process and approval, you will receive confirmation via email or US mail that will include your Customer ID number and verification that the tool has been upgraded to Lifetime Service Agreement status. Keep track of this number as you will need it in order to obtain service for your product under the Lifetime Service Agreement. Note: Handwritten registrations may take longer.

What is Covered? (applies to the 3-Year Limited Warranty, the Lifetime Service Agreement, and the Recon Limited Warranty)

The 3 Year Limited Warranty, The Recon Limited Warranty and the Lifetime Service Agreement are only applicable to the original purchaser and may not be transferred. These programs only cover wear and tear or failure of the tool arising under normal usage and proper maintenance. They do not cover any malfunction, failure or defect resulting from misuse, abuse, neglect, alteration, modification or repair by anyone other than an authorized service center for RIDGID® brand hand held, pneumatic and stationary power tools. Any damage or malfunction inflicted upon the tool by the user or other external sources, or any failure to comply with the warnings and instructions in the operator's manual is not covered. Consumable accessories provided with the tool such as, but not limited to, saw blades, planer blades and knives, insert bits, drill bits, grinding wheels and discs, cut off wheels, sand paper, safety glasses and fasteners are not covered.

How to Obtain Service

The Lifetime Service Agreement (if accepted), commences after the expiration of the standard RIDGID® 3 year Limited Warranty. To obtain service for this RIDGID tool on either the 3-year limited warranty, the Lifetime Service Agreement, or the recon limited warranty, you must bring the equipment, to an authorized RIDGID service center. You may obtain the location of the authorized service center nearest you by logging on to the RIDGID website at www.ridgid.com. When requesting service under the Lifetime Service Agreement, you must present your Lifetime Service Agreement Identification Number and proper personal identification (a valid driver's license, passport, or military I.D. or a valid Social Security card with photo ID).

Replacement

If a serialized piece of equipment with LSA status is ever replaced, the customer has 90 days to call 1-866-539-1710 and re-register that piece of equipment. Proof of replacement required. If a serialized piece of equipment without LSA status is ever replaced, the 3-year limited warranty period on the replacement piece of equipment starts from the original date of purchase, not the date of replacement. If a serialized piece of equipment is ever replaced under the Recon Limited Warranty, the 1-year limited warranty period on the replacement piece of equipment starts from the original date of purchase, not the date of replacement.

Service Communications

All Lifetime Service Agreement communications should be directed to One World Technologies, Inc., attn: RIDGID® Hand Held and Stationary Power Tool Technical Service or call (toll-free) 1-866-539-1710.

Additional Limitations

This Lifetime Service Agreement is not a warranty; it does not alter or limit the 3-Year Limited Service Warranty provided with your product, and it is not intended to create any implied warranties or rights of any kind including any warranties of MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE. Any such implied warranties are expressly disclaimed. To the extent they cannot be disclaimed they are hereby limited to three years from the date of purchase. One World Technologies, Inc. and RIDGID, Inc. are not responsible for direct, indirect, incidental or consequential damages. Some states restrict limitations on how long an implied warranty lasts and/or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This Agreement gives you specific legal rights, and you may also have other rights which vary from state to state.

Privacy Policy

A detailed statement regarding measures to preserve the privacy of information submitted in connection with communications regarding your RIDGID® Brand tool is available at www.ridgid.com. This product is manufactured by One World Technologies, Inc. The trademark is used pursuant to a license granted by RIDGID, Inc.