



Safety Hoist Company Repair Program

Safety Hoist Company takes every precaution to assure that our products are free of damage and in perfect working condition when shipped to you. If during the usage of our product you experience any issues, please contact us at (877) 994-6478 to speak with one of our technicians. Our technician will work with you to diagnose your issue. If our technician cannot assist you over the phone, you are eligible to participate in our Repair Program.

How it works: After a \$300 credit card deposit is received. A reconditioned motor will be shipped to you. Once you have received the reconditioned motor, place the defective motor in the box and return it to us, there will be a return label provided in the box. **DEFECTIVE MOTOR MUST BE SHIPPED BACK TO US WITHIN 3 WEEKS OF RECEIVING RECONDITIONED MOTOR OR YOU WILL BE CHARGED A \$150 RETURN SHIPPING FEE.** Within 24 hours of inspection; we will contact you to discuss our findings. If it is determined that the issue is covered under warranty, we will refund your initial deposit of \$300 and you will keep the reconditioned motor. If it is determined that the issue is due to misuse or is a non-warranty covered issue, you will be charged the following.

Inspection Fee of \$125.00
Replacement Part Cost
Labor and Shipping Charges

These charges will be deducted from your initial \$300 deposit. Should the charges be less than the \$300 deposit, your card will be refunded the difference. You will be charged the difference if the charges exceed the \$300 deposit. By completing and returning this form you agree to these terms and conditions.

Name: _____

Phone Number: _____ Email: _____

Address: _____

Credit Card #: _____

Exp. Date: _____ CVV #: _____

Address: _____

(Billing Address of Credit Card if different than above address)

Signature: _____

*I agree to all Terms and Conditions of the Safety Hoist Company Repair Program. I agree not to dispute any charges incurred on my credit card.

604 Jeffers Circle
Exton, PA 19341

Tel: (877) 994-6478 * Fax: (610) 941-4336 * Email: Info@safetyhoistcompany.com