



## 1-YEAR LIMITED WARRANTY

Your product is a precision device and if your purchase fails at any time within one year from date of purchase, with a proof of purchase and a photo of the product, we will replace your product with an equal model. If at any time after the 12-month warranty period ends and your product fails to perform, we offer a Lifetime Service Policy.

- Opening or altering the product in any way voids this warranty

## WARRANTY PROCESS

To start a warranty claim, navigate to our “[contact us](https://www.keybak.com/pages/contact-us)” page ( <https://www.keybak.com/pages/contact-us> ) and select the option for 1-year limited warranty. In order to quickly process your warranty claim, please make sure to complete ALL fields including the following:

- Proof of Purchase
- Reason for the warranty claim
- Picture of product showing manufacturer’s defect

Once our team evaluates your claim, they will respond with how we will proceed. Please allow 24 hours to receive a response.

## LIFETIME SERVICE POLICY

The KEY-BAK Lifetime Service Policy applies to all KEY-BAK retractable reels built in the USA with globally sourced materials. The Lifetime Service Policy does not apply to **imported products or KEY-BAK Professional** Product Lines

including **ToolMate and JobTackle** (please refer to the Product Detail Page under the Features and Benefits section to determine if the product you purchased is backed by the Lifetime Service Policy).

To service your KEY-BAK retractable reel, simply download our [Service Form](#), fill it out completely, and ship it with your reel plus \$4.00 per serviced product within the U.S. and \$7.00 outside U.S. (Canada and International). Return postage to Attn: Lifetime Service Policy 4245 Pacific Privado Ontario, CA 91761, USA.

*\*Please note that KEY-BAK does not cover shipping cost. KEY-BAK will repair or replace your reel with an equal model and ship it back to you.*

*All Return Postage payments of \$4.00 per serviced product within the U.S. can be made by cash, check, money order, or credit card.*

*\*\* All payments of \$7.00 for outside of the U.S. (Canada and International) can be made by cash, check, or credit card in US dollars only \*\**

KEY-BAK recommends that you obtain a tracking number, as KEY-BAK will not be able to confirm receipt of your returned product. You will be responsible for any damage or missing shipments during the return.