



REPAIR RETURNS POLICY - STINGER USA

PROCEDURE IF YOU BOUGHT YOUR STINGER FROM A DEALER

Please contact your dealer - for an initial diagnosis over the phone or via email. If this diagnosis shows that your product needs to be repaired, please follow their directions for sending in your Stinger product.

PROCEDURE IF YOU PURCHASED THE PRODUCT FROM OUR ONLINE STORE

If you acquired your Stinger directly from us, please contact us directly for an initial diagnosis over the phone or via email. Subsequently, if our diagnosis shows that your product needs to be repaired, this is the procedure:

1. We will issue you a Repair Return Number (RRN).
2. The products should be sent to the address located on the RRN form you received. For us to effectively process your repair, please make sure your RRN is on the outside of the package you ship to us. Please use a trackable shipping service with insurance such as FedEx, UPS, or USPS. The shipping charge will be your responsibility.
3. After receiving your product and having diagnosed the problem we will expediently correct the problem or replace the unit if your product falls under warranty. If it is outside of warranty, we will contact you for your permission to move forward with the repair, or replacement, at the cost we will quote to you at that time.