



# POWER TOOL SERVICE COMPANY

A DIVISION OF T&A INDUSTRIAL

1180 Ashwaubenon Street, Green Bay, WI 54304 (920) 983-4480

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Power Tool Service is a division of T&A Industrial Distributors that specializes in the complete refurbishing, repairing, and testing of most major pneumatic, electric, and hydraulic tools. The center is located in our Green Bay facility-servicing and repairing tools locally, statewide, and nationwide!

Our [Repair Portal](#) is a comprehensive web-based entry and tracking system for your entire tool repair needs. Coupled with electronic communications and real-time updates, you will easily be able to view the current status of all repair items.



- **Minimizes time spent in repair-related activities**
- **Streamlines the process through electronic communications**
- **Serial number tracking**
- **Identifies which tools qualify for warranty coverage**
- **Identifies problem tools or excessive repetitive repairs**
- **Reduces overall costs of repairs and related activities**
- **Provides real-time status of all tools in process**
- **Provides built-in reporting functions**





# TOOL REPAIR POLICY



To expedite the repair process, decrease turnaround time and decrease down time T&A has developed the following policies.

- A Purchase Order number or a Credit Card number is required with all tools sent into T&A for repair.
- All tools received by T&A to be repaired will be repaired if the cost of the repair is 50% or below the cost of a new replacement tool.
- All customers will be provided an estimate for any tool in which the cost to repair the tool exceeds 50% the cost of a new replacement tool.

From the date that an estimate has been provided, T&A will wait 30 days for a response as to either repair the tool, dispose of the tool or return the tool. After 30 days T&A will return the tool unrepaired.

**Unrepaired Tool Return Policy:** It is T&A's and our manufacturers' policy that any tool not repaired will be returned disassembled. All unrepaired tools are disassembled because they have the potential to cause serious injury or death from mechanical component failure or from electrical shock.

**Repair Estimate Fees\*:** Tools are repaired/estimated in the order they are checked in at our facility.

**Hand Power Tools (Purchased from T&A):** \$15

**Hand Power Tools (NOT Purchased from T&A):** \$25

**Bench Top Tools & Machinery (Purchased from T&A):** \$25

**Bench Top Tools & Machinery (NOT Purchased from T&A):** \$35

Some tools, including but not limited to, machines, impulse tools, torque tools, hydraulic tools and digital tools may have an additional bench charge for providing an estimate. You will be notified of these charges before we proceed.

\*The repair estimate fee is not waived or applied to the purchase of a new/replacement tool. The repair estimate fee does not include the cost of pick-up or delivery of the tool.