

**DOMESTIC AUTHORIZED DISTRIBUTOR LIMITED WARRANTY**

**1. Purpose**

This policy defines the role and responsibilities of domestic Authorized Distributors of Zendex Tool Corporation (“Zendex”) with respect to product warranties. It is intended to clearly distinguish the Distributor’s role as a sales and service liaison from that of Zendex as the sole warrantor of its products.

**2. Scope**

This policy applies to all U.S.-based Authorized Distributors who purchase Zendex products for resale within the United States. It governs all warranty-related interactions between Distributors and their end customers (“Customers”).

**3. Zendex Warranty Overview**

Zendex Tool Corporation is the sole warrantor of all Zendex-branded products sold through its authorized distribution network. The current warranty terms are set forth in the Zendex Limited Product Warranty, available at:

[zendextool.com/authorized-distributor-center/domestic-authorized-distributor-warranty-policy/](http://zendextool.com/authorized-distributor-center/domestic-authorized-distributor-warranty-policy/)

Warranty coverage periods vary by product line. All warranties require product registration within 90 days of purchase to remain valid.

<b>Product Line</b>	<b>Warranty Period</b>	<b>Coverage Notes</b>
GoJak	7 years	Covers all components. Casters are excluded and subject to a separate 1-year OEM warranty (see note below).
RakJak	7 years	Full product warranty.
SpeedBlaster, Hotspot, QuickSpiff	1 year	Full product warranty. SpeedBlaster nozzles are consumable items and are not covered under warranty except for manufacturing defects.
Casters (GoJak)	1 year	OEM carry-over warranty. Covers manufacturing defects only and does not cover normal wear. See caster note below.

- » Products must be registered by the end customer within 90 days of purchase, either online at [zendextool.com/warranty-registration/](http://zendextool.com/warranty-registration/) or by returning the Warranty Registration Card.
- » Warranty coverage does not extend to products purchased from unauthorized third-party sellers or distributors.
- » The warranty is void if the product has been subjected to neglect, misuse, improper lubrication, careless operation, or unauthorized modification or repair.

**Important:** Distributors do not issue or extend the Zendex product warranty. The warranty is a direct obligation of Zendex Tool Corporation to the registered end user.

**Note on Caster Warranty:**

Casters are consumable wear items, and their useful life varies significantly by application. On smooth shop floors under normal use, casters typically last well beyond one year. In high-wear environments, such as outdoor pavement, rough surfaces, or heavy towing, accelerated wear is expected and is not considered a manufacturing defect. The 1-year OEM warranty covers manufacturing defects only. When a customer raises a caster concern, Distributors should help set appropriate expectations and direct the customer to Zendex to determine whether the issue qualifies as a defect or normal wear.

**Note on SpeedBlaster Nozzle Coverage:**

SpeedBlaster nozzles are consumable wear items, and their service life varies depending on usage conditions, blasting material, pressure settings, and operating environment. Wear resulting from normal operation is expected and is not considered a manufacturing defect. Warranty coverage for SpeedBlaster nozzles applies only to defects in manufacturing and does not cover normal wear or consumable use. When a customer raises a nozzle concern, Distributors should help set appropriate expectations and direct the customer to Zendex to determine whether the issue qualifies as a defect or normal wear.

**4. Distributor's Role in the Warranty Process**

Domestic Authorized Distributors serve as an informational liaison between Zendex and end customers in warranty matters. The Distributor's responsibilities are limited to facilitating communication and directing customers to the appropriate Zendex resources, not evaluating, approving, or honoring warranty claims independently.

**5. Pre-Sale Responsibilities**

At or before the point of sale, Distributors are expected to inform Customers of the following:

- » Products carry a Zendex Limited Product Warranty covering defects in materials and workmanship. Coverage periods are as follows: GoJak, 7 years (casters, 1 year); RakJak, 7 years; SpeedBlaster, Hotspot, and QuickSpiff, 1 year. SpeedBlaster nozzles are consumable items and are not covered under warranty except for manufacturing defects. All warranties require product registration within 90 days of purchase.
- » Product registration is required within 90 days of purchase to activate warranty coverage. Customers may register online or by mailing in the included Warranty Registration Card.
- » Warranty claims must be submitted directly to Zendex Tool Corporation, not the Distributor.
- » Products purchased from unauthorized sellers are not covered under the Zendex warranty.
- » Distributors should ensure that the Warranty Registration Card is included with every shipment or sale of a Zendex product and, where practical, should call attention to it at the point of sale.

**6. Handling In-Field Warranty Inquiries**

When a Customer contacts a Distributor with a warranty concern, the Distributor's responsibility is to:

**6.1. Verify Authorized Distributor Status**

Confirm that the product was purchased through the Distributor's account with Zendex. Products sourced from unauthorized channels are not eligible for Zendex warranty service, and the Distributor should advise the Customer accordingly.

**6.2. Direct the Customer to Zendex**

Provide the Customer with Zendex's warranty service contact information:

**Zendex Tool Corporation**

**4 Larson Drive**

**Danbury, CT 06810**

**Phone: 800-446-5257**

**Email: [support@zendextool.com](mailto:support@zendextool.com)**

**Warranty Registration & Service: [zendextool.com/warranty-registration/](http://zendextool.com/warranty-registration/)**

Distributors may also assist the Customer in locating documentation, such as the invoice or order confirmation, needed to support a warranty claim.

### 6.3. Facilitate Communication if Requested

If a Customer has difficulty reaching Zendex or requires additional support, the Distributor may contact Zendex on the Customer's behalf to relay the issue and obtain guidance. The Distributor should document the date of contact, the Customer's name and purchase details, and the nature of the warranty concern.

### 6.4. Do Not Independently Resolve Warranty Claims

Distributors shall not independently determine warranty eligibility, authorize replacements, issue credits related to warranty claims, or accept product returns for warranty purposes without prior written authorization from Zendex Tool Corporation. Any unauthorized warranty resolution that results in a financial obligation to Zendex will not be reimbursed.

## 7. Warranty Claim Process

All warranty claims are processed directly by Zendex Tool Corporation. The following outlines the standard process so Distributors can guide Customers through it accurately.

### 7.1. Warranty Claim Submission

The Customer, or the Distributor acting on the Customer's behalf, must complete the Zendex Warranty Claim Form, available at:

[zendextool.com/warranty-claim-form/](http://zendextool.com/warranty-claim-form/)

Distributors who assist with claim submission on a Customer's behalf should ensure the form is accurate and complete. Once the claim is received, Zendex assigns an RMA number and evaluates the claim.

### 7.2. RMA Assignment

Upon receipt of a warranty claim, Zendex reviews the submission and, if the claim appears eligible, issues a Return Merchandise Authorization (RMA) number. No product should be returned to Zendex without an RMA number. Distributors must not accept warranty returns from Customers on Zendex's behalf unless specifically instructed by Zendex to do so for a particular claim.

### 7.3. Claim Resolution: Two Possible Outcomes

Once Zendex determines the claim is valid, resolution follows one of two paths, depending on the nature of the issue:

#### Option A: Replacement Parts

If the defect can be addressed with a specific component, Zendex ships the replacement part or parts directly to the Customer at no charge. No unit return is required.

#### Option B: Unit Return for Inspection, Repair, or Replacement

If the issue requires evaluation of the full unit, Zendex issues a prepaid return shipping label to the Customer. Upon receipt of the unit, Zendex performs a 10-point in-house inspection, documents the findings, and provides the Customer with an inspection report. Based on the results, Zendex will repair the unit and return it or replace it with a comparable unit.

In either case, Zendex communicates the resolution outcome directly to the Customer. Distributors should inform Customers of this process when the claim is initiated so expectations are appropriately set regarding timing and next steps.

## 8. Limitation of Distributor Liability

Authorized Distributors do not make any warranty representations on behalf of Zendex and shall not hold themselves out as warranting Zendex products beyond what is expressly stated in the Zendex Limited Product Warranty. Distributors shall not modify, extend, disclaim, or otherwise alter Zendex warranty terms in any customer-facing communications, marketing materials, or sales agreements.

**Note:** If a Distributor independently offers a separate service guarantee or return policy to its customers, that policy is solely the Distributor's obligation and does not bind or obligate Zendex Tool Corporation in any way.

## 9. Warranty Coverage for Unauthorized Sales

The Zendex warranty does not cover products sold by unauthorized sellers. If a Customer purchased a Zendex product from a source other than an Authorized Distributor or authorized reseller, the Distributor should inform the Customer that Zendex warranty coverage does not apply and direct them to Zendex for further guidance.

Distributors who sell Zendex products to parties outside the authorized distribution network may be held responsible for warranty-related costs arising from those sales, at Zendex's sole discretion.

## 10. Record Keeping

Distributors are encouraged to maintain basic records of warranty-related customer inquiries they receive, including:

- » Customer name and contact information
- » Zendex product model and serial number (if available)
- » Date of sale and invoice or order reference number
- » Nature of the reported warranty concern
- » Date the Customer was directed to Zendex and the contact method used

These records support faster resolution and may be requested by Zendex when investigating a warranty matter or potential product quality issue.

## 11. Amendments

Zendex Tool Corporation reserves the right to update or amend this policy at any time. Distributors will be notified of material changes. Continued placement of orders following notification of a policy change constitutes acceptance of the revised terms.

*This policy and related forms are also available on our website:*

[zendextool.com/authorized-distributor-center/domestic-authorized-distributor-warranty-policy/](https://www.zendextool.com/authorized-distributor-center/domestic-authorized-distributor-warranty-policy/)

*Claim Form:*



<https://www.zendextool.com/warranty-claim-form/>



*Registration Form:*



<https://www.zendextool.com/warranty-registration/>