



A.B. Tools, Inc.
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Cancelling/Returning Special Orders

Orders for special tools/items, non-catalog or modified tools/items are sold on a no-cancellation basis if AB Tools Inc. has not incurred any labor/material costs. Once AB Tools Inc. has incurred any labor/material costs these are non-cancellable & non-returnable. A confirming purchase order is required before any work begins on special tools/items.

Returns

Tools/items can be returned after contacting AB Tools Inc. customer service for approval. Standard tools/items must be returned in unused, undamaged, in the original packaging & must include all supporting tooling that was provided upon purchase (ie: Wrench's, shims, screws, inserts). If these are not included only partial credit will be applied at the discretion of AB Tools Inc. Upon receiving the returned tools/items AB Tools Inc. will inspect them to determine if they are eligible for partial or full credit.

Shipment Quantities

AB Tools Inc. reserves the right to short ship order quantities if needed, and ask the order be considered complete. Orders over 10 pieces will use standard industry practice 10% over unless instructed to not over ship on the order.

Customer Modifications

AB Tools Inc. cannot be held responsible for the performance or compliance to the manufactured specifications and we will not accept returns of any tool/item that has been modified in any way by the customer. This includes, but not limited to any geometry modifications, flats, coatings, markings.

Warranty

We guarantee our tools/items will conform to the specifications that are quoted, ordered and on custom drawings provided by AB Tools Inc. Tolerances, Dimensions & Specifications not listed will be AB Tools Inc. manufacturing standards. We will Credit, repair or replace tools/items found not within specifications. This will be at AB Tools Inc. discretion.

Transportation Claims

Items are considered sold and our responsibility concludes when the transportation company takes possession. In the event that items are lost in transit, we will make every effort on behalf of customers to have items found or to have the transportation company make proper compensation for loss. Damage claims must be made against carrier.