

BALKAMP-CARLYLE TOOL

Model: R12F90

Line Abrev-CHQ Warranty Code 731 Limited Lifetime Repair & Return

This NAPA product line is warranted against defects in material & workmanship for Limited Lifetime of the product.

When a customer experiences operating problems with this product **within 30 days of the original purchase**, the NAPA AUTO PARTS store will be authorized to exchange the alleged defective item for a new one.

The alleged defective item should be returned to your serving NAPA Distribution Center, who in turn will return to **their servicing Balkamp Operation**. All alleged defective items must be accompanied by a receipt for proof of purchase, showing the purchase and exchange transaction took place within the warranty exchange period. The defective tag and RGN should be marked clearly as a “New Defective”.

Carlyle ratchets are Repair and Return items. DO NOT SEND CARLYLE RATCHETS BACK TO THE DC AS DEFECTIVE UNLESS RATCHET IS BEYOND REPAIR.

In the rare instance that a Carlyle ratchet is defective, the issue is almost always in the ratcheting mechanism. Repair kit part numbers are clearly marked on the head of all Carlyle ratchets. The most common of these repair kits are a part of the Carlyle tool board display.

Replacing this mechanism is easy and takes only minutes to complete. If you need help in replacing the mechanism, there is a QR code on the repair kit package that you may scan with a smart phone that will show you the simple procedure for replacing the mechanism. Or, you can go to www.carlyletools.com and on the ratchets product page you will find a link to the same repair videos.

If your Carlyle ratchet has a defect in material or workmanship that does not involve the ratcheting mechanism (beyond repair) it will need to be handled as a **Balkamp customer satisfaction** issue. These ratchets need to be returned to the DC with a store RGN as a **Balkamp customer satisfaction return**. Products that exhibit abuse or should have otherwise been repaired will be returned to the Store.

The foregoing obligation under the Balkamp Warranty Policy is our sole liability under this or any implied warranty. Under no circumstances shall Balkamp be liable for any incidental or consequential damages. This warranty does not cover damage that arises from alteration, abuse, misuse and does not cover any repairs made by anyone other than an authorized Repair Center. Tools sent to a warranty center in a disassembled condition will not be covered as a warranty repair.

Repair Kit Part Number is **RK12**