

# FENIX FLASHLIGHT LIFETIME CONFIDENCE – ETERNAL LIGHT WARRANTY

Dear Customer,

Please print and place this document in the package with your returned product.

This applies to all Fenix Flashlights purchased from Fenix Canada, [www.fenixtactical.com](http://www.fenixtactical.com) and [www.fenixlight.ca](http://www.fenixlight.ca) in the period from January 2005 to 2010. You can e-mail us to determine if your Fenix Flashlight was purchased from us. If you bought it from another on-line or physical store worldwide you should contact your reseller or contact directly manufacturer, Fenixlight Limited at [service@fenixlight.com](mailto:service@fenixlight.com)

Note that the \$10.00 USD or \$12.00 CAD processing/shipping fee must be paid for any Fenix light to be shipped back to you - either a replacement Fenix light or the Fenix light you sent in for repair (in the event it is not covered by a warranty and you want your lighter returned). You can pay this fee on-line at [www.fenixtactical.com](http://www.fenixtactical.com) – top right corner of every page, under UPGRADE YOUR SHIPPING METHOD sign - you will locate Service Delivery Button at the bottom of the page there, or by simply including money order or certified cheque with your shipment of Fenix light for repair.

We realize that in certain cases you will want your Fenix Flashlight repaired instead of receiving a replacement due to your Fenix Flashlight's sentimental value. Please be aware that in-warranty items requiring repair (versus replacement) and out of warranty repairs will have extra charges for parts in addition to the \$10.00 USD or \$12.00 CAD processing/shipping fee.

Also, please refer to the Maintenance Guide and Cleaning and Maintenance Video on the [www.fenixtactical.com](http://www.fenixtactical.com) website to determine if a problem with a Fenix Flashlight can be solved before sending in. We have found that many Fenix Flashlights sent in can be fixed easily and quickly by simply following the Instructions.

**Note: Normal wear-and-tear to the Fenix light or any of the accessories are NOT covered by this warranty.**

To receive a repair for your Fenix Flashlight : A) Fill out this form B) Remove batteries and properly wrap your Fenix Flashlight C) Make out a payment or certified cheque or money order for \$10.00 USD or \$12.00 CAD payable to "Fenix Canada" D) Include copy of your PayPal or payment receipt. Place all of these items in a box and address to:

Fenix Tactical, Service Department  
42295-128 Queen St. South  
Mississauga, Ontario L5M5Z5  
Canada

**\*NOTE: Please ship Fenix light without batteries.**

Please insure your package as Fenix Canada is not responsible for lost shipments. Fenix Canada Eternal Light Warranty applies only to product purchased in the USA and Canada, and returned to addresses in the USA or Canada. Please make sure that you contacted us and obtain RMA # before shipping the light to us. Packages without prior RMA issued will be refused.

Date \_\_\_\_\_ RMA # (Fenix Tactical) \_\_\_\_\_

Name: \_\_\_\_\_

Street Address \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

Email Address \_\_\_\_\_

**(NOTE: This is mandatory as we will communicate with you primarily via email!!!)**

Check here if Repair (versus Replacement) required: \_\_\_\_\_

Describe the Problem you are having with the Fenix FlashlightFenix : \_\_\_\_\_

Use the back of this Form if needed

**QUESTIONS? For assistance, e-mail us at: [info@fenixtactical.com](mailto:info@fenixtactical.com)**