

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 Tactical, www.fenixtactical.com and www.fenixlight.ca in the period from January 2005 to 2011. 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

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 – 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 website under **INFO** tab 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" D) Include copy of your PayPal or payment receipt. Place all of these items in a box and address to:

For Canadian and International Customers:

**Fenix Tactical, Service Department
6730 Falconer Drive, Unit 57
Mississauga, Ontario L5N1L5
Canada**

For US and International Customers:

**Fenix Tactical, Service Department
3909 Witmer Rd., Unit 611
Niagara Falls, NY, 14305
USA**

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

Please insure your package as Fenix Tactical is not responsible for lost shipments. Fenix Tactical Eternal Light Warranty applies only to product purchased from our web site www.fenixtactical.com. 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 _____

Contact – Phone number or Email Address _____

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

Describe the Problem you are having with the Fenix FlashlightFenix on the back of this form

QUESTIONS? For assistance, e-mail us at: info@fenixtactical.com