

SENDING YOUR FENIX FLASHLIGHT IN FOR REPAIR

We hope that our on-line video instructions and maintenance tips (<https://fenixtactical.com/fenix-video-maintenance.html>) have been successful in keeping your Fenix Flashlight working like new. Sometimes, however, there is a problem that can't be fixed at home. In that case, there are 5 easy steps you can take to get a repair done by professional technician for your Fenix Flashlight:

- 1) Ensure that your Fenix Flashlight truly has a defect that causes a performance issue. Remember, normal wear-and-tear issues are NOT covered by this warranty, nor are problems caused by abuse!
- 2) Determine which Warranty your lighter is covered by:
 - Call or visit your retailer to determine if the Fenix Flashlight sold to you are originated from Fenix Tactical, www.fenixtactical.com – if it is, you're covered by the Eternal Light Warranty! The Fenix Flashlights with manufacturing defects will be replaced within 15 days from the date of purchase. Fenix Flashlight which develops problems from normal use will be repaired free of charge within 24 months from the date of purchase. If any repair is required past 24 months from the date of purchase, the labour will be provided free of charge, but the price of the replacement parts will be charged.
 - 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 Fenix Tactical reserves the right to make a final determination of Warranty coverage
- 3) If you believe your Fenix Flashlight is covered by Eternal Light Warranty, simply:
 - Contact us at info@fenixtactical.com to receive Return Authorization number (RMA)
 - Take batteries out from your Fenix Flashlight (unless the light was sold with batteries included) and wrap it with cushioning material (bubble wrap is best). Send us ONLY defective flashlight – unless you purchase it as a set with charger and batteries – then please include them as well
 - Include a certified cheque, money order or pay service delivery fee on-line at <https://www.fenixtactical.com/return-shipping.html> for \$24.95 CAD (\$19.95 USD) made out to "17183135 CANADA INC." payment and Return to:

Fenix Tactical, Service Department
6730 Falconer Drive, Unit 57
Mississauga, Ontario L5N1L5
Canada
- 4) Wait for an email reply from Fenix Tactical regarding your Fenix Flashlight:
 - Our service technicians will attempt to repair your light upon arrival. In serious cases your light will be sent to the manufacturer in China for repair.
 - If out-of-warranty, Fenix Tactical will advise you of the charge to repair your Fenix Flashlight or you may choose the Fenix Flashlight be returned to you without repair.
 - The \$ 24.95 USD (\$ 24.95 CAD) covers shipment of a Fenix Flashlight back to you, whether a new replacement Fenix Flashlight, or the Fenix Flashlight you shipped to us. It also covers all of the necessary administrative costs to process your new order.
 - Note that all defective merchandise that has been replaced becomes the property of Fenix Tactical and is non-returnable.
- 5) Receive your Package
 - Enjoy your repaired Fenix Flashlight!

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