



Tool Repair Holding Policy

7/1/2024

Objective:

To establish a standardized procedure for holding tools sent for repair that have been quoted for a maximum of 60 days to ensure efficient processing, reduce storage costs, and maintain an organized repair workflow.

Scope:

This policy applies to all tools sent for repair by our customers and managed by the Tech Service department.

Policy Statement:

1. **Receipt of Tools:**
 - Upon receiving a tool for repair, the Tech Service department will log the tool into the repair tracking system, noting the date of receipt, customer details, tool description, and the nature of the required repair.
2. **Repair Assessment:**
 - An initial assessment of the tool will be conducted within 5 business days of receipt. A detailed repair estimate, including costs and estimated time for completion, will be provided to the customer for approval.
3. **Approval Process:**
 - Customers must approve the repair estimate within 15 business days. A reminder will be sent if no approval is received within this period.
4. **Repair Completion:**
 - Once approval is received, the repair will be completed within the estimated timeframe provided to the customer. The customer will be notified upon completion of the repair.
5. **Holding Period:**
 - Completed repairs will be held for a maximum of 60 days from the date of the completion notification. During this period, the customer must arrange for the collection or shipment of the repaired tool.
6. **Unclaimed Tools:**
 - If the tool is not collected or shipped within the 60-day holding period, the following steps will be taken:
 - A final reminder will be sent to the customer, indicating that the tool will be disposed of or returned at the customer's expense if not claimed within an additional 10 business days.



- After the additional 10 business days, unclaimed tools will either be disposed of responsibly or returned to the customer at their expense, as per the customer's prior agreement.
7. **Exceptions:**
 - Exceptions to this policy may be made on a case-by-case basis, subject to approval by the Tech Service Manager Customers must provide a valid reason for the extension request before the end of the initial 60-day holding period.
 8. **Customer Responsibility:**
 - It is the customer's responsibility to ensure timely communication and arrangement for the collection or shipment of their tools within the specified holding period.
 9. **Liability:**
 - The company is not liable for any loss or damage to tools that remain unclaimed beyond the 60-day holding period.

Review and Revision:

This policy will be reviewed annually and revised to ensure its effectiveness and relevance.

Contact Information:

For any queries or concerns regarding this policy, customers may contact the Tech Service Department at techservice@rivet.com

Walter Corter

Tech Services Manager

Industrial Rivet & Fastener Co.