

RETURN / WARRANTY POLICY

Thank you for choosing QVTOOLS Products. We're here to ensure that your experience is perfect.

In some rare instances, you may need some help with a warranty claim please call us at 1-800-344-3371.

Engine Warranty

Kohler engines are covered with a 3 year commercial warranty for command pro series. Parts and Labor are covered.

Power King engines by Lifan are covered with a 3 year residential warranty. 1 year commercial warranty. Parts and Labor are covered.

QVpower 3pt 40hp gear box warranty 1 year, Visit your engine manufacture for warranty details or visit www.QVtools.com

Equipment warranty

Manufactures defects of chassis and components parts are covered for 30 days. Parts only are covered.

Qvtools will repair or replace at its' option, any part that is proven to be defective in material or workmanship. This warranty is not valid for products or parts affected or damaged by accident, collision, normal wear, fuel contamination, abuse, neglect, misuse, alteration and/or unsuitable use or unauthorized parts replacement. Transportation charges to and from service centers if assigned is not covered. Shipping cost of product for repair is not covered. Labor to repair equipment is not covered. Parts not covered under warranty are: belts, springs, tires and rims, chainsaw chains, bars, carburetors, and electronics. Equipment cutting teeth and blades, throttle and throttle cables, brakes, and cables. Power King has all replacement parts at value pricing for replacement parts needed.

Damaged Products

You must take the time to inspect the goods before you sign the delivery receipt from the carrier. If you sign the delivery receipt without inspecting the shipment you will be responsible for filing a freight claim and arranging for a repair or return of the damaged goods.

Concealed damage claims must be reported immediately.

Suspect Damage

On occasion, the outer carton may look damaged, but the product inside the box is perfectly fine. If you suspect concealed damage, **notate "Possible Freight Damage" on the delivery receipt while the driver is present.** This way, if you discover later that the product is damaged, the remedy of a freight claim is less of a hassle.

Obvious Damage

Do not sign for damaged products. If your product arrives damaged, please **(a) REFUSE DELIVERY** and **(b) Call where you purchased the item Immediately** so the dealer can process the appropriate claims and coordinate an exchange for you.

Defective Products

We encourage you to test your product within 15 days of receipt so we can quickly remedy any mechanical problems. If you think your product is defective, don't worry.

In most cases, it's a simple issue that can be resolved over the phone. You are also welcomed to contact QVTOOLS customer service departments. They have expert technicians standing by to help solve your issue. Please have your model number and serial number available and your proof of purchase receipt for fastest service.

Original owner warranty

Warranty is non-transferable and covers the original owner only who purchased from a QVTOOLS authorized dealer.

This revised warranty is in effect for all products purchased after August 31st, 2017.

QVTOOLS, LLC 2731 CRIMSON CANYON DRIVE, LAS VEGAS, NV. 89128 1-800-344-3371