

## **Factory Authorized Service Center**

Andax Industries LLC, DBA: Andax.com, is an Authorized Service Center for Streamlight® flashlight products. Our factory trained service technicians will evaluate and repair your flashlight, using only genuine Streamlight® parts. We provide warranty and out-of-warranty repairs and refurbishing. Our certified testing and repair services ensure your flashlight will be repaired to factory specifications and returned to you as quickly as possible.

Getting your flashlight serviced is easy.

1. Call 1-800-999-1358.
2. We will e-mail you a Return Material Authorization (RMA) number to include with your light and instructions on how to pack your light for shipping. The email will also include a shipping label you can cut out for your shipping box. Be sure to send a short description of what is wrong with your light.
3. When we receive your light, one of our technicians will inspect it.
4. If your repair is covered by Streamlight's factory warranty, we will make the necessary repairs and return your light at no charge to you. If the repairs are not covered by the factory warranty, we will notify you of the cost associated with the necessary repair. Simple, fast and no surprises. We keep you informed all the way.

Our goal is to get your flashlight working and back to you quickly, no hassles or headaches, just good customer service!

## **Streamlight® Limited Lifetime Warranty**

Streamlight warrants its products to be free of defects for a lifetime of use except for batteries and bulbs, abuse and normal wear\*. We will repair, replace or refund the purchase price of this product should we determine it to be defective. This limited lifetime warranty also excludes rechargeable batteries, chargers, switches and electronics which have a 2 year warranty with proof of purchase. **THIS IS THE ONLY WARRANTY, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES ARE EXPRESSLY DISCLAIMED EXCEPT WHERE SUCH LIMITATION IS PROHIBITED BY LAW.** You may have other specific legal rights which vary by jurisdiction.

\*Sidewinder and Sidewinder Compact Series not included in limited lifetime warranty.