



## **Streamlight, Inc. Warranty Information**

### **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.

Your particular Streamlight product may have a different warranty that was in place at the time of purchase. Please provide proof-of-purchase when processing a warranty claim. If you have further questions or would like to process a warranty claim, go to [www.streamlight.com/support](http://www.streamlight.com/support) and review Streamlight's FAQ section for locations and information about Streamlight's service center near you, including factory information. If you have any questions on the warranty of your Streamlight product or service, please contact us directly at 800-523-7488/610-631-0600.

\*Sidewinder and Sidewinder Compact Series, Bandit Series, KeyMate USB and Pocket Mate USB not included in limited lifetime warranty.

### **Distributor Returning Product for Repair or Warranty:**

**DISTRIBUTOR WARRANTY RETURNS PROCESS (FOR PURCHASES MADE WITHIN 30 DAYS):** Defective Product: If your customer returns a defective product and you have received their proof of purchase and the product was purchased within 30 days, you may request a new product or credit should you supply a replacement product to your customer. Contact Streamlight's Returns Department for a return authorization number, and then return the defective product to Streamlight with the proof of purchase and the RA number. All other defectives (used product) fall under our Warranty Repair Policy and procedure.

**DISTRIBUTOR RETURNING PRODUCT FOR SERVICE OR WARRANTY (FOR POST 30-DAY PURCHASES):** Please review our Warranty information at <http://www.streamlight.com/support> and the FAQ at <http://www.streamlight.com/faq> for some common questions, and information about our products. At that site you will also find locations and information about Streamlight's service center near you, including factory information.

**Color Stingers and Strions being specially manufactured product are not subject to being returned for credit or restock. They may be returned for Defective or warranty issues under our corporate Streamlight policies.**

Prior to sending the Streamlight product to us, check the following:

- \* Has the light been checked for a bad bulb?
- \* Has the light been checked with new batteries?
- \* Bulbs and non-rechargeable batteries are not covered by our Warranty Policy.

We do not exchange lights that can be repaired. Per our warranty, it is our option to repair our products or replace a product if it cannot be repaired. Please visit [streamlight.com/service-request](http://streamlight.com/service-request) to initiate an online service request.

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