



ITW EVERCOAT 45-DAY SATISFACTION GUARANTEE

At Illinois Tool Works Inc. d/b/a ITW Evercoat ("ITW Evercoat"), we stand behind our products and quality controls. If for any reason you are not satisfied with an Evercoat product you purchased from one of our authorized sellers, you may request a refund. Please note that because we are unable to control the quality of our products sold by unauthorized sellers, unless otherwise prohibited by law, the ITW Evercoat 45-Day Satisfaction Guarantee is not available for products purchased from unauthorized sellers. The Guarantee is also limited to the original, non-commercial end-user purchaser.

How To Claim The Guarantee

If you are unable to return the product to the authorized seller from whom it was purchased, please call one of our experts at 1-800-729-7600 or complete the Guarantee Request Form to submit a Guarantee request. Please have information available regarding where and when you purchased your product. You will also be asked to provide a valid proof of purchase. You must submit your Guarantee request within 45 days of the date of purchase.

Guarantee Guidelines

ITW Evercoat reserves the right to verify information or request additional information in order to process your request. ITW Evercoat reserves the right to deny Guarantee requests in its discretion in cases of suspected fraud or if customer has abused the ITW Evercoat 45-Day Satisfaction Guarantee.

If you have any questions regarding whether a seller is an authorized Evercoat seller, please contact us at info@evercoat.com or 1-800-729-7600.

GUARANTEE REQUEST FORM

Name:

Address:

City, State, Zip:

Email:

Phone:

Purchase Date:

Where Did You Purchase the Product:

What Item(s) Did You Purchase?

What Was the Problem with the Product?

FORWARD THIS FORM AND PROOF OF PURCHASE TO CUSTOMER SERVICE

Email: info@evercoat.com

FAX: 800-729-1560

Mail: ITW Evercoat Customer Service
6600 Cornell Road
Cincinnati, OH 45242

