

Order Guidelines and Warranty Information

MINIMUM ORDER QUANTITY

There is a \$200 minimum order with a maximum \$25 surcharge for orders below. We offer volume discount on initial stocking orders over \$25,000.

LEAD TIME

Typical lead time is 2 weeks ARO. Clothing orders if not stock items are typically 4 weeks ARO. Volume orders are subject to a larger lead time.

COUNTRY OF ORIGIN

All Cementex tools are made in the U.S.A.

ROHS COMPLIANCE

The Cementex process for insulating hand tools does not use any of the substances banned under RoHS.

WARRANTY

Cementex guarantees the mechanical parts of the tools for life, provided they are used for the purpose for which they are intended. Cementex insulation is guaranteed to be free from defects in material and workmanship for a period of two (2) years from the date of the original shipment by Cementex. Cementex insulation is guaranteed to pass a 1000 VAC proof test in accordance with applicable U.S. and International Standards and rated for application to 1000 VAC / 1500 VDC.

If any product fails to conform to warranty, please [request a Return Goods Authorization \(RGA\) Number](#) which is required for all returns. If inspection reveals that the product does not conform to this warranty, the product will be repaired or replaced, at the option of Cementex Products, Inc. without charge.

