



Brady's Leap / 315 Gougler Avenue / Kent, Ohio 44240 / 330-677-4030 / Fax: 330-677-4130

Bone Creeper Revised Warranty Information – 9/21/2012

To our valued customer,

Due to some confusion about warranties with the Bone, Bone-ster and Rough Rider creepers as well as the Tail Bone and Tail Bone Rough Rider creeper seats, we request that you read this warranty declaration and make sure it is passed on to any of your individual stores or company representatives in order to make sure everyone is on the same page.

All five of our creeper & creeper seat models offer a **limited one year warranty on the creeper bodies, and limited lifetime warranty on the plastic creeper wheels**. These warranties apply only to **manufacturer defects**, and are voided if the customer hits, drops, runs over, fails to properly maintain or otherwise abuse their creeper.

Some examples of problems that we will **NOT** warranty:

- Broken or cracked creeper bodies from being hit, dropped or run over.
- Creeper or Creeper Seat bodies over one year old.
- Casters that have lost their ball bearings due to failure of the user to tighten the center nut after the break in period (and every month of use thereafter) as stated on the instruction sheet included with each unit.
- Creeper or Creeper Seat bodies that have been cracked due to over tightening the casters (a warning against this is included with every creeper we sell in its instruction sheet).
- Any creeper body that has been broken or cracked due to being placed upside down and used as a step stool.
- Caster forks and wheels that the user has allowed to become overly clogged with dirt and/or grease, causing the casters to no longer function properly (it is the customer's responsibility to care for their creepers).
- Any Creeper or Creeper Seat body, caster fork or wheel that has been broken due to a customer hitting, running over, dropping, throwing, melting, or otherwise abusing.
- Any Creeper or Creeper Seat body, caster fork or wheel that has been modified by the customer in any way, including: drilling, attaching non-Dale Adams Enterprises caster forks or wheels, lengthened by sawing, etc.
- Any creeper or Creeper Seat that has broken due to being loaded beyond its factory approved specifications: 400 lbs for the Bone-ster, 300 lbs for the Bone, 400 lbs for the Rough Rider, and 350 lbs for the Tail Bone and Tail Bone Rough Rider.

Please be advised that we reserve the right to approve or deny any warranty claims at our discretion.

We may ask a customer to provide evidence of their warranty claim by either sending us proof of purchase, photographs of the problem and/or returning the defective parts to us. We do this to not only

ensure that the part is indeed warrantable, but also for quality control purposes, in the unlikely case that a defect could be a larger problem that could involve a recall of the product.

Dale Adams Enterprises will only honor the warranty policy put in place by our company. We cannot honor any altered warranty that any of our distributors may extend to their customers that differs from our own. **Please do not take parts from a sealed creeper in order to cover the warranty for a customer. We have received a number of complaints from consumers about missing parts due to distributors accidentally shipping out creepers that have had parts removed for warranties. If you are approached by a customer with a possible warranty concern, we request that you refer that customer directly to us to take care of the warranty. We do this as a service to all of our customers, as it takes the worries and time of handling warranty claims off of your hands. Handling warranties directly also allows us to eliminate any mix ups people may have about which creeper model they own, so they do not get shipped the wrong parts.** Your customers may reach us directly by calling **800-266-3321, 330-677-4030** or by e-mailing us at **sales@bonecreeper.com**.

We appreciate your cooperation with this issue. If you have any questions about this policy, please feel free to contact me at the above phone numbers or e-mail. This declaration is also posted on our website.

Dale Adams Enterprises strives to provide quality products, and we back them up with one of the best warranties in the industry. This letter is to assist you in determining what is and is not a warrantable claim on our creepers. Thank you!

Regards,



Jeremy Adams

General Manager, Dale Adams Enterprises Inc., The Bone Creepers