



IPA  
234 Tinker St.  
Woodstock NY 12498

Phone: 888-786-7899

Website: [www.ipatools.com](http://www.ipatools.com)

## Standard Warranty

**Replacement of Defective Products:** IPA® offers replacements on any defective products not covered under other warranty terms, within 30 days of receipt of product. To receive a replacement, you must contact us with pictures or videos of the defective product and a description of issues, using the form below. We will respond within 1 Business Day with further instructions. If you are not able to send pictures or videos, you can call to acquire an RGA number, then ship the product to our warranty/repair center to evaluate.

Products with normal wear and tear are not considered defective and will be reviewed on a case by case basis.

**24-Hour Repair or Replace:** IPA® upholds a 24-hour repair or replace policy to ensure that you are never without your IPA® product for long. To return an item under warranty, call our toll free number or fill out the form below to receive your RGA# before shipping the product back to IPA®. Once your item arrives at our facility, we will repair or replace it and ship it back to you within 24 hours.

Innovative Products of America® has established a Lifetime, 3-Year or 1-Year Warranty Policy depending on the product purchased. Each warranty is suited to an individual product and complete warranty information is included with the product or supplied upon request.

**LR Lifetime Warranty/Return or Replace Policy:** These items are covered for the normal lifetime of the product under the stipulation of the Standard Warranty

**3YR 3 Year Limited Warranty/Return or Replace Policy:** These products are covered for 3 years from date of original user purchase under the stipulations of the Standard Warranty

**1YR 1 Year Limited Warranty/Return or Replace Policy:** These products are covered for 1 year from date of original user purchase under the stipulations of the Standard Warranty