

ABOUT OUR PRODUCTS

THE MODULAR STYLE OF CONSTRUCTION OF OUR GRIPS MEANS THAT WE CAN EASILY CUSTOMIZE OUR PRODUCT TO FIT YOUR EXACT NEEDS WITHOUT ANY TOOLING COSTS. WHETHER IT IS A SINGLE HANDLE FOR YOUR EXCAVATOR, OR A THOUSAND GRIPS FOR AN OEM PRODUCT LINE, WE WILL BE GLAD TO SUPPLY WHAT YOU NEED.

ABOUT THREE QUARTERS OF OUR PRODUCTS ARE CUSTOM MADE, SO IF YOU WANT SOMETHING THAT ISN'T IN THIS CATALOG, PLEASE ASK! LET US KNOW IF YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENTS IN OUR PRODUCTS OR FOR ENTIRELY NEW ITEMS. USER FEEDBACK AND SATISFACTION ARE OUR MOST IMPORTANT TOOLS FOR EVALUATING OUR PRODUCT QUALITY AND CUSTOMER SERVICE.

AS PART OF OUR POLICY TO CONSTANTLY WORK TO IMPROVE OUR PRODUCTS AND SERVICE, WE BECAME AN ISO 9001-2000 CERTIFIED COMPANY IN MARCH OF 2002. WE FEEL THE ISO PROGRAM WILL HELP ENSURE THAT WE LIVE UP TO OUR QUALITY COMMITMENT.

ORDERING INFORMATION

THE PART NUMBERS FOR OUR PRODUCTS ARE MADE UP BY COMBINING THE CODES FOR THE VARIOUS AVAILABLE OPTIONS. HAVE A LOOK AT EACH INDIVIDUAL HANDLE SECTION FOR THE FULL DETAILS.

WE KEEP A GOOD INVENTORY OF ALL POPULAR "STOCK" MODELS, AND WE CAN USUALLY SHIP THESE ORDERS THE NEXT DAY. ALTHOUGH MANY OF OUR HANDLES ARE MADE TO ORDER, WE ARE STILL ABLE TO KEEP ORDER TURNAROUND TIME TO A FEW DAYS AT MOST.

QUANTITY DISCOUNTS ARE AVAILABLE, AND YOU CAN MIX HANDLE MODELS IN YOUR ORDER TO QUALIFY FOR LARGER DISCOUNTS.

IF YOU HAVE ANY QUESTIONS ABOUT ANY OF OUR PRODUCTS, PLEASE ASK! OUR STAFF IS ALWAYS AVAILABLE FOR TECHNICAL SUPPORT, AND WE WANT YOU TO BE ONE HUNDRED PERCENT SATISFIED

SCORPION WARRANTY

SCORPION TECHNOLOGIES IS TOTALLY COMMITTED TO PRODUCING TOP QUALITY PRODUCTS. WE GO TO GREAT LENGTHS TO ENSURE THAT OUR CUSTOMERS ARE COMPLETELY SATISFIED WITH ALL OF OUR PRODUCTS AND SERVICES.

WE OFFER OUR CUSTOMERS A COMPLETE ~~ONE~~ **TWO** YEAR PARTS AND LABOR WARRANTY ON ALL MECHANICAL COMPONENTS AND A ~~THIRTY~~ **FORTY FIVE** DAY WARRANTY ON ALL ELECTRICAL COMPONENTS.

AS PART OF OUR ONGOING COMMITMENT TO COMPLETE CUSTOMER SATISFACTION, WE WILL REPAIR OR, AT OUR DISCRETION, REPLACE ANY PRODUCT THAT FAILS TO PERFORM SATISFACTORILY DURING THE WARRANTY PERIOD. IF A PRODUCT FAILS AFTER THE WARRANTY HAS EXPIRED AND THE CUSTOMER FEELS THAT THERE SHOULD BE SOME WARRANTY CONSIDERATION, SCORPION TECHNOLOGIES LTD. WILL EVALUATE THE FAILED PRODUCTS ON A CASE BY CASE BASIS. IN SHORT, WE STAND BY OUR PRODUCTS!



THE LEGAL STUFF AND SMALL PRINT!

BECAUSE SCORPION TECHNOLOGIES LTD. HAS NO CONTROL OVER THE INSTALLATION OR FINAL APPLICATION OF OUR PRODUCTS, WE DO NOT MAKE ANY CLAIMS AS TO THE SUITABILITY OF OUR PRODUCTS FOR ANY APPLICATION. IN USING ANY OF OUR PRODUCTS, IT IS UNDERSTOOD THAT SCORPION'S LIABILITY IS LIMITED TO THE REPAIR OR, AT OUR DISCRETION, REPLACEMENT OF ANY DEFECTIVE PRODUCTS AND UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES, INCLUDING LOSSES OR EXPENSES ASSOCIATED WITH THE USE OF OUR PRODUCTS, LOSSES DUE TO IMPROPER INSTALLATION, OR ANY COSTS INCURRED IN THE REPLACEMENT OF DEFECTIVE PARTS OR APPLICATION OF THIS WARRANTY.

IN ORDER TO EVALUATE PROBLEMS AS PART OF OUR QUALITY IMPROVEMENT PROGRAM, WARRANTY CLAIM ITEMS MUST BE RETURNED (SHIPPING PREPAID) TO SCORPION. ALL RETURNED ITEMS MUST HAVE AN RMA NUMBER ISSUED BY SCORPION TECHNOLOGIES LTD.

SCORPION TECHNOLOGIES LTD.
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