

Raven Environmental Products, Inc.
St. Louis, MO 63122
Telephone 800-545-6953



Warranty Policy

Raven warrants its products to the original purchaser against any defects that are due to faulty material or workmanship for a period of one year from date of shipment.

CORETAKER®, and only CORETAKER®, carries a lifetime break-free guarantee for sales within the United States and Canada as follows: (Sales to countries outside the USA and Canada have a one year warranty)

CORETAKER® brand core sampler manufactured by Raven Environmental Products, Inc. (Raven) on or after October 1, 2006 are guaranteed for the life of the product against breakage in the normal course of usage.

Does not apply to CORETAKER MAX models B-40404.

“Normal course of usage” means use at a water or wastewater treatment facility for the purpose of extracting and viewing a core sample from a tank, basin or other reservoir of water or wastewater.

Breakage of any part on CORETAKER® caused by any other kind of force or use outside of the scope of the product instructions for CORETAKER® brand core samplers is not covered under this lifetime guarantee. Raven reserves the right to examine the broken CORETAKER® part prior to replacing the broken part.

Terms of Replacement

Raven reserves the right to request Purchaser of a CORETAKER® core sampler to return the broken part and sales receipt to Raven for examination prior to replacement under the terms of this guarantee. If it is determined that the CORETAKER® part broke in the “normal course of usage” the broken part will be replaced at no cost to the purchaser.

This guarantee applies only to CORETAKER® purchasers and/or users located in the United States of America and Canada.

Shipping Costs

If claim is made within one year of purchase Raven will pay shipping costs.

Purchaser pays shipping costs for claims made after one year of purchase.

In the event that a defect is discovered during the warranty period, Raven agrees that, at its option, it will repair or replace the defective product or refund the purchase price, excluding original shipping and handling charges. Any product repaired or replaced under this warranty will be warranted only for the remainder of the original product warranty period.

Contact Raven or your U.S. representative to initiate warranty support. Products may not be returned without authorization from Raven Environmental Products.

Warranty claims are subject to Raven’s Terms and Conditions of Sale.