



Visit [www.grip-rite.com/jamfree](http://www.grip-rite.com/jamfree) for complete terms and conditions and claim forms.

Collated nails and collated staples marketed under the GRIP-RITE® brand are guaranteed to properly load, feed, and actuate in all brands of tools designed to operate with that specific fastener type.

If you are the original purchaser and not 100% satisfied with the jam free performance of your GRIP-RITE® collated fasteners, please return to the retailer where the fasteners were purchased and ask for a refund or replacement.

If the retailer's return/refund/replacement policy window has expired, the GRIP-RITE® Jam Free Guarantee™ extends our commitment of consistent jam free performance for a full 6 months from the date of purchase. If you are the original purchaser and your GRIP-RITE® collated fasteners fail to load, feed, or actuate properly in any brand tool designed for the specific type, size, angle, and gauge fastener purchased, you may submit a claim directly to PrimeSource Building Products for replacement product.

### **When submitting a claim, please follow these instructions:**

Completely fill out the included GRIP-RITE® Jam Free Guarantee™ Claim Form, include a copy of the store identified sales receipt with the purchase price circled, two sample strips of the collated fasteners, and mail to the address located on the claim form.

The claim form can be found on the opposite side of this sheet, and can also be downloaded from our website at [www.grip-rite.com/jamfree](http://www.grip-rite.com/jamfree)

Once the claim form, original receipt, and fastener samples are received, the fasteners will be tested. If testing verifies that the fasteners are faulty, the claim will be processed. In some cases, additional verification, and/or additional samples may be required prior to processing.

Name/Nombre \_\_\_\_\_  
Address/Direccion \_\_\_\_\_ Apt/Suite # \_\_\_\_\_  
City/Ciudad \_\_\_\_\_ State/Estado \_\_\_\_\_  
Zip/Codigo Postal \_\_\_\_\_ Daytime Phone Number \_\_\_\_\_  
Email Address/Correro Electronico \_\_\_\_\_

Collated Fastener SKU/Item Number \_\_\_\_\_  
PO Number From Box (If Applicable) \_\_\_\_\_  
Pneumatic Tool Brand Used \_\_\_\_\_  
Pneumatic Tool Model Number \_\_\_\_\_  
Brief explanation of fastener issue \_\_\_\_\_

**IMPORTANT: Enclose copy of original receipt and two strips of fasteners as samples.**

Profession (check all that apply)

- Framer
- Roofer
- Finish/Trim
- Remodeler
- Flooring
- DIY/Other \_\_\_\_\_

Mail all items to the following address:  
**Grip-Rite Jam Free Guarantee**  
**PrimeSource Building Products**  
**1321 Greenway Drive**  
**Irving, TX 75038**

**IMPORTANT: Keep copies of all materials submitted for your records. Materials submitted cannot be returned.**

**Additional Terms and Conditions:** No claims to P.O. Boxes will be accepted. This offer cannot be combined with any other offer. WARNING – Product for which replacement is claimed may not be returned to retailer. Fraudulent submissions of multiple requests could result in federal prosecution under the U.S. Mail Fraud Statutes (18 USC, Section 1341 and 1342). Offer available in the U.S. and Canada. Offer void where prohibited, taxed or restricted by law. Please allow 8-10 weeks for verification, testing of fastener samples, and processing from the time your claim is received. THE GRIP-RITE® JAM FREE GUARANTEE™ IS OFFERED IN LIEU OF ALL OTHER WARRANTIES AND GUARANTEES, INCLUDING THOSE RELATED TO MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND ALL OTHER GUARANTEES AND WARRANTIES ARE EXPRESSLY DISCLAIMED. The Grip-Rite Jam Free Guarantee™ provides for replacement related for defective fasteners; all other claims, including those for direct, indirect, consequential or incidental damages are also disclaimed.

**For questions and claim updates, please call 1-866-453-5815.**

**PRIMESOURCE**<sup>®</sup>  
BUILDING PRODUCTS, INC.

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