



Warranty Info

*** OUR WARRANTY ONLY APPLIES TO SHIPMENTS IN THE USA - WE CANNOT SHIP WARRANTIES OUT OF THE COUNTRY DUE TO HIGH SHIPPING COSTS *** We like to think that our lifetime warranty policy "excludes stupidity". Read below for more info!

To clear up any confusion about warranties with the Bone, Tail Bone, Tail Bone Rough Rider, Bone-ster and Rough Rider creepers & seats, we request that you read this warranty declaration. **At the bottom of the page, you will find details and images of our creepers throughout the years in order to help you determine which model, and how old your creeper is, should you need a part for it.**

All five of our 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.
- 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 specified by the instruction sheet included with each unit.
- Creeper bodies over one year old.
- Creeper 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 body, caster fork or wheel that has been broken due to a customer hitting, running over, dropping, throwing, melting, or otherwise abusing.
- Any creeper body, caster fork or wheel that has been modified by the customer in any way, including: drilling, attaching non-SFA Companies caster forks or wheels, lengthened by sawing, etc.
- Any Tail Bone or Tail Bone Rough Rider that has been cracked from being dropped.
- Any creeper that has broken due to being loaded beyond its factory approved specifications: 400 lbs for the Bone-ster, 300 lbs for the Bone and 400 lbs for the 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.

SFA Companies 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. 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.

SFA Companies strives to provide quality products, and we back them up with one of the best warranties in the industry. We hope this page will assist you in determining what is and is not a warrantable claim on our creepers. Thank you!