

Sending Your Fenix Flashlight For Repair

Thank you — your warranty request has been approved by Fenix Tactical. Please follow the steps below to send your Fenix flashlight in for service. If you have not already done so, it is worth running through our [Troubleshooting Guide](#) first — most issues are resolved at home in a few minutes.

Step 1 — Confirm the defect

Make sure your light has a genuine performance defect. Normal wear-and-tear and damage caused by abuse are not covered under warranty.

Step 2 — Pay the service delivery fee

Pay the **\$24.95 CAD** service delivery fee online here:

- <https://www.fenixtactical.com/return-shipping.html>

Shipments received without payment are held until the fee is paid.

Step 3 — Prepare your flashlight

- Remove the batteries (unless the light was sold with batteries installed) and wrap the light in cushioning material — bubble wrap is best.
- Send only the defective flashlight — unless you bought it as a set with a charger and batteries, in which case include them as well.
- Include a note with your name and the email address you used to contact us, so we can match your light to your approved request.
- Do not forget to write down your RMA (Return Authorization) number on the note and on the outside of the package, if one was provided to you.

Step 4 — Ship it to us

Fenix Tactical, Service Department
6045 Creditview Rd., Suite 333
Mississauga, Ontario L5V 0B1
Canada

Step 5 — Wait for our reply

- Our technicians attempt the repair on arrival. In serious cases the light is sent to the manufacturer in China for repair.
- If the light is out of warranty, we will advise you of the repair charge, or you may have it returned unrepared.
- The \$24.95 CAD covers return shipment of your flashlight — whether a repair or a replacement — and the administrative cost of processing your service order.

- Defective merchandise that has been replaced becomes the property of Fenix Tactical and is non-returnable.

Warranty coverage

- Manufacturing defects are replaced within 15 days of the purchase date.
- Problems from normal use are repaired free of charge within 24 months of the purchase date.
- Past 24 months, labour is free but replacement parts are charged.
- Fenix Tactical makes the final determination of warranty coverage.

Bought elsewhere? If your light did not come from Fenix Tactical, contact your reseller or the manufacturer, Fenixlight Limited, at service@fenixlight.com.

Questions? Email us at info@fenixtactical.com.