



## THE IRON CLAD PLEDGE.

Our customers are at the center of everything we do. We listen to them, we learn from them, and we create products that give them the confidence to tackle any welding or cutting job.

We rigorously test our products to ensure they are ready for anything they will encounter. We back our products with attentive customer service, the most extensive warranties, including a lifetime warranty on our EDGE™ 2.0 series regulators, and an industry leading 100% satisfaction guarantee. When something isn't right, we fix it.

**100% SATISFACTION  
GUARANTEE.**



ESAB / [esab.com](http://esab.com)



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**100% SATISFACTION IS  
OUR PROMISE TO YOU.**

At ESAB®, we are committed to putting customers first. The **Iron Clad Pledge** is our promise to keep our customers complete satisfaction at the forefront of everything we do. Our pledge is centered around:

- 100% Customer Satisfaction Program
- ESAB's extensive product warranties
- Customer-focused business practices



## 100% SATISFACTION PURCHASE PROTECTION.

Our goal is to have complete customer satisfaction with every purchase. That's why we offer the 100% satisfaction guarantee on eligible products. If a customer is not happy within the first 100 days from purchase, we will make it right with a product replacement or credit. To qualify product for the 100% Satisfaction Guarantee and ESAB warranty, customer must register ESAB welding equipment, filler metal, gas equipment, MIG guns, and/or manual plasma machine at:

<https://www.esabna.com/us/en/support/information/warranty-registration.cfm>

Should you need assistance, simply contact the ESAB customer care team at 1-800-426-1888 and select Option 1 to be connected with a customer care representative. We will help you with a replacement or refund. Count on ESAB to do whatever it takes to make it right for you.

To see our full list of product warranties, visit [esab.com/warranties](https://www.esab.com/warranties).

## THE BEST PRODUCT WARRANTIES IN THE INDUSTRY.

ESAB is a global supplier to the welding and cutting industry. We are committed to providing our customers with reliable, high-quality products. To keep this commitment to our customers, we offer solid warranties across the entire ESAB family of brands, including:

- Arc Equipment
- Cutting and Gouging Equipment
- Arc Accessories
- Filler metals
- PPE

Additionally, we have added **new and expanded warranties on Victor® products**. Victor SR Series regulators, along with 100 and 300 Series torches and handles featured in many of our most popular outfits, such as Journeyman®, Journeyman Select, Performer®, and Contender® outfits, now have warranties extended from **5 to 10 years** on parts. All Victor G Series regulators and 400 Series torches and handles, found in our Medalist® outfits, now have warranties extended from **5 to 7 years** on parts. Lastly, we are most excited about extending our warranty on all EDGE 2.0 series regulators to a **LIFETIME Warranty**.



## CUSTOMER-FOCUSED BUSINESS PRACTICES.

ESAB has standard work processes designed to put customer needs as our top priority. Processes include:

- Voice of the Customer product development that collects customer input early in the design process to ensure products meet or exceed customer needs
- Support Teams that execute robust, repeatable processes that consistently meet or exceed customer expectations
- Responsive Customer Care representatives to aid customers with questions and to promote positive problem resolution
- Dedication to a constant focus on quality and speed to continually earn our customers' business

Learn more at [esab.com/ironclad](https://www.esab.com/ironclad), or talk with your local ESAB Sales Representative.

