









GENERAL CONTACT INFORMATION:

RUPES USA offices are open Monday thru Friday from 8:00am to 4:00pm, Mountain Standard Time (excluding holidays)

 MAIN PHONE:	(877) 224 – 5750
 MAIN EMAIL:	info@rupesusa.com
 ONLINE:	www.rupesusa.com (DO NOT refer customers within the USA to rupes.com)


CUSTOMER NEEDS A REPAIR:

RUPES USA offers robust in-house repair support for all RUPES products, including both warranty and non-warranty repairs. RUPES USA does not contract services to third party repair houses inside the USA. If the customer is outside of the USA refer them to the general contact information above. If they are within the USA reference the information below.

 REPAIR REQUEST:	Direct the customer to complete the form at www.rupesusa.com/repairs
If the customer needs troubleshooting related to function (i.e. – “my tool is making a strange noise”) refer them to the contact number or email below. The repair team will provide limited troubleshooting support and determine if the tool needs to come in for inspection/service.	
 REPAIR DEPT:	(877) 224 - 5750 ext 555
 MAIN EMAIL:	support@rupesusa.com





CUSTOMER WANTS TO PURCHASE REPAIR PARTS:

RUPES USA offers a selection of repair parts for all RUPES tools. Refer any customer looking to purchase self-repair parts to the link below. Advise customer that self-repair is “at your own risk” and any damage caused by attempted repairs is not covered.

 PARTS SUPPORT:	Direct the customer to www.rupesusa.com/parts-support
Parts are purchased using a parts diagram, where each part is a clickable link. Some parts (indicated on the diagram) are factory service only and not available for purchase by consumers. Backing plates are considered a consumable wear item and should be purchased from the distributor.	

CUSTOMER NEEDS APPLICATION SUPPORT:

RUPES BigFoot tools are designed as part of a system with a specific process to achieve the intended results. For the general application directions or recommended product combinations refer the customer to the videos and apps below.

 BIGFOOT 101:	Direct the customer to youtube.com/rupes then under playlists select BigFoot 101 or copy-paste the following link into an email:
	https://youtube.com/playlist?list=PLkX3qMzwBy1EOnBML1roW5F_CDx3ebIWY
The paint correction web app is a tool to help users determine the combination of products with the highest chance for success on their specific application. It can be accessed on mobile or desktop using the links below	
 MOBILE APP:	https://app.rupes.com/paint-correction/
 DESKTOP APP:	https://www.rupes.com/web-app/
 MORE QUESTIONS:	For non-standard application questions or help troubleshooting an application question that is not covered in the BigFoot 101 series or paint correction app refer them to the general contact info. We will connect them to a member of our technical team for further assistance.