



Effective 1/1/2011

The following revised terms and conditions are effective 1/1/2011, and apply to all orders for Ken-Tool products.

Warranty Policy and Claim Procedures:

Limited Lifetime Warranty: We believe all Ken-Tool customers should be satisfied with the performance, quality and workmanship of whatever product they buy. Each Ken-Tool branded product (except Vises, Torque Sticks and Specialty Sockets) is sold with a **Limited Lifetime Warranty** for the original purchaser for as long as Ken-Tool continues to manufacture that product. Our products are warranted against defects in materials and workmanship. Any Ken-Tool branded product which fails to perform its intended function, due to a defect in workmanship or material will, at our option, be replaced or repaired free of charge. Warranty claims for items that have been broken or are no longer useful due to normal wear, misuse, abuse, alteration, grinding, or heating, will not be honored.

Vises: All current Ken-Tool vises are warranted for a period of one (1) year with proof of purchase. In most cases, the broken or defective part will be replaced free of charge within the first year for the original purchaser. In no case will complete vises be warranted without prior authorization. The KT4650 and the KT4800 vises have lifetime warranties on their back and front castings, and on their base plates. Jaw faces, screws, main vise nuts and other parts of the vise do wear out and are only warranted for one (1) year.

Torque Sticks/Extensions and Specialty Sockets: Individual torque sticks, torque extensions and specialty sockets have a limited lifetime warranty with the exception of the thin-wall sockets. Thin-wall sockets have a two-year warranty. All warranty claims must include proof of purchase and are for the original purchaser only. Under no circumstances will entire sets be warranted.

Special Note: Some items, such as hammer handles are subject to normal wear and tear, abuse and misuse and are not warranted. These items are so noted in our price sheets.

Warranty Codes: All Ken-Tool items have a warranty code assigned. This code is included on all Ken-Tool price sheets. Refer to the codes below for warranty adjustment guidelines.

- A. Limited Lifetime Warranty against defects in materials and workmanship as stated above for the original purchaser.
- B. Normal wear and tear item, no warranty without prior authorization.

- C. No longer applicable.
- D. Warranty limited to two (2) years from customer purchase date. Original proof of purchase required.
- E. Lifetime warranty on front, back, and base plate castings on vises. Other components limited to one (1) year, proof of purchase required.
- F. Hammers and handles are not warranted if the handle is broken. Actual defects in material or workmanship must exist in the steel head only. Replacement handles are available.
- G. No longer applicable.
- H. Limited lifetime warranty against defects in materials and workmanship on individual components. Component replacement parts are available. Entire product, kit, or assortment will not be warranted if only one or more component requires warranty.

Warranty Claim Procedures: For warranty consideration, the customer should return the product to the place of purchase. A Ken-Tool sales Agent or W.D. representative must verify a customer's claim for warranty. The Agent or WD representative should then contact Ken-Tool at 888-536-8665, fax 800-872-4929 or by email to sales@kentool.com for warranty authorization approval.

To be considered for warranty, please provide complete information including: part number of product; nature of claim or warranty reason; owner's name, address and phone number with email address if available; date and place of original purchase; original purchase price.