

# WARRANTIES

## WHAT DOES THIS WARRANTY COVER?

### FIVE-YEAR LIMITED WARRANTY ON CONTRACTOR EQUIPMENT

Under Southwire's Contractor Equipment 5-Year Limited Warranty, Southwire Company, LLC warrants that all Southwire Contractor Equipment will be free from manufacturer defects for a period of five (5) years from the date of the original end user's purchase. However, electrical components and consumable parts such as ropes, blades, dies, draw studs, grips, are excluded from this 5-Year Limited Warranty and are subject to the One -Year warranty terms. Under this 5-Year Limited Warranty, the following are also excluded and Southwire Company, LLC will have no liability for any of the following: normal wear and tear resulting from product use and damage arising out of misuse, abuse, modification, and improper product maintenance. This warranty also does not cover Southwire Contractor Equipment products that have been modified by any party other than Southwire Company, LLC or its authorized third party designee. This 5-Year Limited Warranty is not transferrable to or enforceable by any person other than the product's original end user.

### THREE-YEAR LIMITED WARRANTY ON MATERIAL BOXES

Under Southwire's Material Boxes 3 -Year Limited Warranty, Southwire Company, LLC warrants that all Southwire Material Boxes will be free from manufacturer defects for a period of three (3) years from the date of the original end user's purchase. Under this Three-Year Limited Warranty for Material Boxes, the following are excluded and Southwire Company, LLC will have no liability for any of the following: normal wear and tear resulting from product use and damage arising out of misuse, abuse, modification, and improper product maintenance. This warranty also does not cover Material Boxes that have been modified by any party other than Southwire Company, LLC or its authorized third party designee. This 3-Year Limited Warranty is not transferrable to or enforceable by any person other than the product's original end user.

### ONE-YEAR LIMITED WARRANTY ON ELECTRICAL COMPONENTS AND CONSUMABLE PARTS (WITH 5-YEAR WARRANTY)

Under Southwire's 1-Year Limited Warranty, Southwire Company, LLC warrants that all electrical components and consumable parts such as ropes, blades, dies, draw studs, grips will be free from manufacturer defects for a period of one-year from the date of the original end user's purchase. Under this 1-Year Limited Warranty, Southwire Company, LLC will have no liability for any of the following: normal wear and tear resulting from product use and damage arising out of misuse, abuse, modification, and improper product maintenance. This warranty also does not cover Southwire electrical components and consumable parts that have been modified by any party other than Southwire Company, LLC or its authorized third party designee. This 1-Year Limited Warranty is not transferrable to or enforceable by any person other than the product's original end user.

### ONE-YEAR LIMITED WARRANTY (STAND ALONE)

Under Southwire's 1-Year Limited Warranty, Southwire Company, LLC warrants that this product will be free from manufacturer defects for a period of one-year from the date of the original end user's purchase. Under this 1-Year Limited Warranty, Southwire Company, LLC will have no liability for any of the following: normal wear and tear resulting from product use and damage arising out of misuse, abuse, modification, and improper product maintenance. This warranty also does not cover Southwire products that have been modified by any party other than Southwire Company, LLC or its authorized third party designee. This 1-Year Limited Warranty is not transferrable to or enforceable by any person other than the product's original end user.

Exclusion of Incidental, Consequential, Indirect, Special and Punitive Damages

SOUTHWIRE MAKES NO WARRANTY THAT SOUTHWIRE CONTRACTOR EQUIPMENT PRODUCTS WILL BE MERCHANTABILITY OR FIT FOR ANY PARTICULAR PURPOSE. SOUTHWIRE MAKES NO OTHER WARRANTY, EXPRESSED OR IMPLIED, OTHER THAN THE RELEVANT WARRANTY SPECIFICALLY SET FORTH IN THIS WARRANTY SECTION. SOUTHWIRE WILL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES FOR ANY BREACH OF THIS LIMITED LIFETIME WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

### LIMITED WARRANTY AND LIMITATION OF LIABILITY ON SOUTHWIRE METERS & TESTERS

Southwire Company, LLC warrants this product to be free from defects in material and workmanship for five years from the date of purchase. This warranty does not cover fuses, disposable batteries, or damage arising from an accident, neglect, misapplication, contamination, modification, improper maintenance or repair, operation outside of specifications, or abnormal handling of the product. Southwire's sole liability, and the purchaser's exclusive remedy, for any breach of this warranty is expressly limited to Southwire's repair or replacement of the product. Whether Southwire repairs or replaces the product will be a determination that Southwire makes at its sole discretion. **SOUTHWIRE MAKES NO WARRANTY THAT THE PRODUCT WILL BE MERCHANTABILITY OR FIT FOR ANY PARTICULAR PURPOSE. SOUTHWIRE MAKES NO OTHER WARRANTY, EXPRESSED OR IMPLIED, OTHER THAN THE WARRANTY SPECIFICALLY SET FORTH HEREIN. SOUTHWIRE WILL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES FOR ANY BREACH OF THIS WARRANTY.**

This warranty is void if this product is used for rental purposes. No product reseller is authorized to extend any other warranty on Southwire's behalf relating to this product, and no such reseller warranty will be binding on Southwire. If you have a warranty claim, or if the product needs to be serviced during or after the warranty period set forth above, please contact the Customer Service Department at 855-SWTOOLS (855-798-6657). The sender is responsible for all shipping, freight, insurance, and packaging costs associated with sending a product to Southwire. Southwire will not be responsible for lost or damaged products returned pursuant to this warranty. All products returned to Southwire under this warranty should be mailed to:

Southwire Tools & Assembled Products Division  
Attn: Product Returns  
840 Old Bremen Road  
Carrollton, GA 30117  
Phone Number: 1.855.SW.TOOLS

## WARRANTY CLAIM INFORMATION/HOW DO YOU GET SERVICE?

For all warranty, customer service, and product return authorizations and inquiries, please contact Southwire's Tools & Assembled Products at:

Southwire Tools & Assembled Products  
Attention Product Returns  
840 Old Bremen Road  
Carrollton, GA, 30117  
Phone Number: 1.855.SW.TOOLS

1. All warranty claims must be approved by Southwire's Tools & Assembled Products Warranty Department prior to return of product. If Southwire determines that a product is defective, Southwire will, at its option, repair or replace defective products or defective product components, free of charge.
2. Upon approval, Southwire will issue a Product Return Authorization Form which will include instructions on how and where to return the product. The product serial number and the original date of delivery must be set forth on the Product Return Authorization Form.
3. Southwire will cover standard freight charges (Courier Ground rate) incurred in connection with products that Southwire ultimately determines to be defective.
4. All defective components and defective products that Southwire replaces under these Warranties will become Southwire's property and will be retained by Southwire.

## REPAIR YOUR PRODUCT WHEN IT IS OUT OF WARRANTY

Southwire is happy to provide information about where a purchaser can send a product for repair at consumers' own expense, please contact 1.855.SW.TOOLS or visit [www.southwiretools.com/tools/home.do](http://www.southwiretools.com/tools/home.do) for more information about servicing for Southwire Products.

Contractor Equipment | 05.12.2015 | R1

## WARRANTY ON SOUTHWIRE ELECTRICIAN'S NON-ELECTRONIC HAND TOOLS

Southwire Company, LLC warrants this product to be free from defects in materials and workmanship for the life of the product. This warranty does not cover normal wear and tear resulting from product use, nor does it cover damage arising out of misuse, abuse, modification, and/or improper maintenance of the product. If the product breaches this warranty, Southwire will replace the product free of charge. If Southwire no longer manufactures the product, then it will, at its option, replace the nonconforming product with a substantially similar Southwire product or refund the purchase price. SOUTHWIRE MAKES NO WARRANTY THAT THE PRODUCT WILL BE MERCHANTABLE OR FIT FOR ANY PARTICULAR PURPOSE. SOUTHWIRE MAKES NO OTHER WARRANTY, EXPRESSED OR IMPLIED, OTHER THAN THE WARRANTY SPECIFICALLY SET FORTH HEREIN. SOUTHWIRE WILL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES FOR ANY BREACH OF THIS WARRANTY.

This warranty is void if this product is used for rental purposes. No product reseller is authorized to extend any other warranty on Southwire's behalf relating to this product, and no such reseller warranty will be binding on Southwire. If the product needs to be serviced, please contact the Customer Service Department at 855-SW.TOOLS (855-798-6657) to obtain a return authorization from Southwire. The sender is responsible for all shipping, freight, insurance, and packaging costs associated with sending a product to Southwire. Southwire will not be responsible for lost or damaged products returned for service or returned under this warranty. All products returned to Southwire under this warranty should be mailed to:

Southwire Tools & Assembled Products Division  
840 Old Bremen Road  
Carrollton, GA 30117  
Phone Number: 1.855.SW.TOOLS