

Gedore Tools SA *Warranty Policy*

April 2013



At GEDORE we take pride in the quality of our products and services and we review all warranty claims with the aim of using the information gained for further product improvement.

Every GEDORE tool is covered by a lifetime guarantee against defective material and workmanship. Provided that the tool has been used correctly for its intended purpose and allowances have been made for wear and tear, this guarantee will allow for the repair or exchange of the tool.

While some deterioration through extensive use might be unavoidable, we will adopt a generous approach when viewing warranty claims. We do, however, set warranty limitations on wear and tear, obvious misuse, missing parts, and purposely altered tools to protect ourselves against unreasonable claims.

Should the product fall outside the parameters of the warranty criteria, we will advise the customer on the repair or replacement costs of the article.

Our guarantee covers all tools against breakage under normal working conditions and is subject to fair wear and tear.

Disclaimer

The prices listed in this catalogue replace all previous prices quoted.

As we are constantly improving our products, we reserve the right to make changes as we deem necessary. The actual products delivered may therefore vary from those depicted in the catalogue.

We do not provide any warranties in connection with technical and safety information provided in this catalogue. All customers are therefore advised to refer directly to their manufacturer's specifications and the advice and standards of the relevant professional/trade associations.

All prices are exclusive of VAT. Prices valid at time of delivery apply.

All products remain the property of Gedore Tools SA (Pty) Ltd until paid for in full.

We cannot accept any liability for printing errors.

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Torque Wrench Warranty & Calibration Policy

Warranty

In terms of GEDORE'S warranty policy, all torque wrenches are covered by a lifetime guarantee against defective materials and workmanship. Provided that the tool has been correctly used for its intended purpose and allowances have been made for the wear and tear of moving parts, the torque wrench will be repaired free of charge.

The warranty does not cover torque wrenches which have been misused or which have experienced wear and tear through extensive use.

A warranty return will be assessed by our technical staff and if the return falls outside of our warranty policy, the customer will be notified and quoted for the repair.

Calibration

A standard calibration and the issue of a test certificate will be provided as standard practice on any repair conducted.

A SANAS calibration and the issue of a SANAS calibration certificate will be done on request at a nominal charge.

Obsolescence

Please note that, while GEDORE uses its best endeavours to carry significant stocks of spares to support its torque wrench product range, some spares for older discontinued items are no longer available. In such cases, repair of the torque wrench may not be possible.