

## Warranty Policy

We stand behind the quality of our products and warrant them to the original purchaser for the duration of their useful life against defects in material and workmanship. In the unlikely event a product fails, warranty will be granted quickly and unconditionally, providing the products were used for the application intended. Products used inappropriately, abused, neglected, not maintained properly, altered or worn through normal use will not be considered.

No warranty consideration can be made if the initial inspection shows that the product has been:

- Used with any device to create additional leverage.
- Machined or modified in any way.
- Overstressed or over torqued.

Products such as ratchets, flex handles, pullers, universal joints, and adjustable wrenches require periodic maintenance and repair. When a product needs repair due to normal wear and tear, the repair will be at the customer's expense.

### Products that carry a limited warranty:

The following products carry a limited warranty from date of original retail purchase,

Torque Wrenches & multipliers (1 Year limited)  
Toolboxes(1 Year limited )

Precision Measuring Tools (1 Year limited)  
Tape Measures (1 Year limited)

### Non-Warranty Items:

Due to the nature of the product, the following items are not warranted:

- Reducing adapters and impact universal joints
- All consumable goods such as drill bits, blades, screwdriver bits, thread restorers and extractors
- Foam tray organizers

Gray Tools Canada will be the sole authority in evaluating products, determining warranty claims and will be glad to repair or replace products qualifying for warranty received prepaid.

If your product qualifies for warranty, please visit us online to request support. Alternatively, you can visit a local distributor or call our Customer Service department for a warranty inspection number and ship the tool prepaid to Gray Tools Canada Inc., 299 Orenda Road, Brampton, Ontario, L6T 1E8.

### Disclaimer:

Abuse or misuse of any tool may cause serious even fatal injury, as well as significant property or environmental damage. Gray Tools does not condone or support the abuse or misuse of any product. Gray Tools Canada shall not be liable for any damage or injury due to product failure. This warranty excludes all incidental, special, consequential or punitive damages.