

# FOX & GUNN

Trade tools & hardware for over 90 years

## Fox and Gunn Warranty Policy

### 1. Introduction

Fox and Gunn Limited is committed to providing high-quality products to our customers. We stand behind the brands we supply and offer warranty coverage as outlined in this policy. This document provides detailed information on warranty periods, coverage, and claim procedures for our product range.

### 2. General Warranty Terms

Unless otherwise specified, the following terms apply to all warranties:

- Warranties are "return to store" unless otherwise advised by your store representative or customer service.
- Proof of purchase from an authorized reseller, as well as completed Fox and Gunn Warranty form is required for all warranty claims.
- Fox and Gunn Limited reserves the right to repair, replace, or refund the purchase price of defective products at our discretion.
- Warranty does not cover normal wear and tear, misuse, abuse, or damage caused by improper maintenance or storage.
- Products must be cleaned before being sent for inspection or repair. Fox and Gunn Limited reserves the right to refuse service for products contaminated with hazardous substances.
- Customers are responsible for freight costs when returning items for inspection. If a product is found to be faulty under warranty, replacement will be provided free of charge, including freight.

# FOX & GUNN

Trade tools & hardware for over 90 years

## 3. Brand-Specific Warranty Information

### 3.1 King Tony

#### Hand Tools and Accessories

- \*\*Warranty Period: \*\* Limited Lifetime Warranty
- \*\*Coverage: \*\* Defects in materials or workmanship under normal use by the original owner
- \*\*Exclusions: \*\* Pneumatic tools, electrical tools, toolboxes, and torque tools

#### Torque Tools

- \*\*Warranty Period: \*\* 12 months
- \*\*Coverage: \*\* Defects in materials or workmanship (excluding calibration)
- \*\*Special Notes: \*\*
  - Warranty void if abused, misused, modified, or disassembled by unauthorized personnel
  - Annual recalibration recommended

#### Pneumatic and Electrical Tools, Toolboxes

- \*\*Warranty Period: \*\* 12 months
- \*\*Coverage: \*\* Defects in materials or workmanship

### 3.2 Tolsen Tools

- \*\*Warranty Period: \*\* 12 months
- \*\*Coverage: \*\* Faulty materials or workmanship

# FOX & GUNN

Trade tools & hardware for over 90 years

## 3.3 Haron

- \*\*Plumbing Tools: \*\* 12 months warranty
- \*\*Hand Tools: \*\* 12 months warranty
- \*\*Toilet Seats: \*\* 24 months warranty

## 3.4 Komelon Tape Measures

- \*\*Warranty Period: \*\* Lifetime for original purchaser
- \*\*Coverage: \*\* Deficiencies in material and workmanship
- \*\*Special Notes: \*\*
  - Immediate replacement is possible within first 3 months for certain defects
  - Specific conditions not covered (e.g., mistreatment, rust) are detailed in the full policy

## 3.5 Kapro

- \*\*General Products: \*\* 24 months limited warranty
- \*\*Level Vials: \*\* Lifetime warranty (specific conditions apply)
- \*\*Lasers: \*\* Specific maintenance and repair procedures apply

## 3.6 BESSEY Tools

- \*\*Clamping Products: \*\* Limited Lifetime Warranty
- \*\*Other Tools (e.g., snips, c-clamps, magnets): \*\* 12 months

## 3.7 Arlube

- \*\*Warranty Period: \*\* 1 to 5 years, depending on the product
- \*\*Coverage: \*\* Faulty workmanship and materials
- \*\*Special Notes: \*\* Warranty period specified in user manuals

## 3.8 Gartner

- \*\*Hardware and Home Range: \*\* 12 months warranty

# FOX & GUNN

Trade tools & hardware for over 90 years

## 3.9 Caterpillar

- \*\*Warranty Period: \*\* 12 months

## 3.10 Blu-Mol

- \*\*Xtreme Products: \*\* 12 months warranty
- \*\*Trade Products: \*\* 12 months warranty
- \*\*Digging Tool Products: \*\* 12 months warranty

## 4. Warranty Exclusions

Warranty coverage does not apply in the following circumstances:

- Repairs made by unauthorized service providers
- Normal wear and tear
- Failure to follow manufacturer's instructions for use and maintenance
- Abnormal use, abuse, or misuse of the product
- Damage caused by environmental factors (e.g., sand, water, rust, corrosion)
- Product modifications or use of inappropriate accessories
- Damage caused by power surges or incorrect electrical supply
- Tampering with the product
- Extraordinary events beyond the control of the consumer

# FOX & GUNN

Trade tools & hardware for over 90 years

## 5. Warranty Claim Procedure

1. Return the product to the place of purchase with proof of purchase.
2. Complete the Warranty Request Form, providing all required information.
3. Submit the form to [sales@foxgunn.co.nz](mailto:sales@foxgunn.co.nz) or your regional sales representative.
4. Fox and Gunn Limited will review the claim and respond with the next steps or decision.

## 6. Contact Information

For any questions regarding this warranty policy or to initiate a claim, please contact:

- Email: [sales@foxgunn.co.nz](mailto:sales@foxgunn.co.nz)
- Or reach out to your regional sales representative

Fox and Gunn Limited reserves the right to modify this warranty policy at any time. Always refer to the most recent version of the policy when making a warranty claim.