



QEP® 1-Year Manufacturer's Limited Warranty

This document outlines the 1-Year Manufacturer's Limited Warranty for the following QEP® products:

- Hand Tools

Warranty Coverage

The Manufacturer's Limited Warranty guarantees that the product will be free from defects in materials and workmanship for a period of one (1) year from the date of purchase. This warranty does not apply to products purchased from unauthorized dealers.

What the Warranty Covers:

- Refund or replacement of the product due to defects in materials or workmanship within the warranty period

What the Warranty Does Not Cover:

- Accidental damages
- Unreasonable or improper use
- Normal wear and tear, including but not limited to the formation of surface rust on metal components when exposed to water or moisture
- Loss of use or consequential damages

Warranty Eligibility:

Product registration must be completed within thirty (30) days of purchase. Registration details are included with the product packaging.

Filing a Warranty Claim:

To file a warranty claim, follow these steps:

1. Contact QEP® Customer Service at **866-435-8665** (Monday through Friday, 8:00 AM to 5:30 PM EST)
2. Provide proof of purchase (e.g., receipt or invoice)
3. Describe the issue and provide any necessary documentation or photos, as instructed by the Customer Service Team
4. Follow instructions for returning the defective product, if required.
 - Shipping costs associated with the return or replacement process may apply and will be communicated during the claim process

Limitations:

- This warranty is non-transferable and applies only to the original purchaser
- Some jurisdictions do not allow the exclusion or limitation of consequential damages, so the above limitation may not apply to you
- This warranty gives you specific legal rights, and you may also have other rights that vary by jurisdiction

Customer Support:

If you have questions or need assistance with your QEP® product, please contact:

QEP® Customer Service Team

Phone: 866-435-8665

Hours: Monday through Friday, 8:00 AM to 5:30 PM EST

Address: 1001 Broken Sound Parkway NW, Boca Raton, FL 33487

Website: qep.com

Note:

For misplaced registration materials or additional questions about product registration, visit qep.com/register or contact Customer Service.