



TITANIUM TOOLS
STILETTO WARRANTY RETURN POLICY

Every Stiletto product is warranted to the original purchaser only to be free from defects in materials and workmanship for a period of one (1) year from the date of purchase, as shown by proof of purchase. During the warranty period, subject to certain exceptions, Stiletto will repair or replace with a new or reconditioned product, depending on availability, any product which, after examination, is determined by Stiletto to be defective in material or workmanship.

This warranty does not apply to damage that Stiletto determines to be from accident, misuse, abuse, vandalism, normal wear and tear, neglect, repairs made or attempted by anyone other than Stiletto authorized representatives, alterations, modifications, or improper or lack of maintenance.

Titanium hammers should not be struck upon hardened objects; this can result in damage to the face of the hammer. This warranty does not cover damage to any hammer which results from striking the hammer against hardened objects, such as hardened nails or hardened steel tools (i.e. cats paws, chisels, bolts, form stakes, or the like).

Any product being returned must be sent via prepaid shipment to Stiletto and must be accompanied by a "Stiletto Tools Warranty Claim" form **with an RMA # on the form and on the box in which it is returned and proof of purchase.** This form will be faxed to you after calling Stiletto and stating the problem. The claim form must be filled out completely, stating the date of purchase and reason for return. This form must accompany the product being returned with the RMA#. Stiletto will determine, at its option, whether to repair or replace the item after inspection.

ALL WARRANTY CLAIMS MUST BE CALLED INTO STILETTO FIRST, BEFORE ANY ACTION WILL BE TAKEN. FAILURE TO CONTACT STILETTO WILL LEAD TO DELAY IN OR DENIAL OF REPLACEMENT OR REPAIR.

ACCEPTANCE OF THE EXCLUSIVE REPAIR AND REPLACEMENT REMEDIES DESCRIBED HEREIN IS A CONDITION OF THE CONTRACT FOR THE PURCHASE OF EVERY STILETTO PRODUCT. IN NO EVENT SHALL STILETTO BE LIABLE FOR ANY INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, OR FOR ANY COSTS, ATTORNEY FEES, EXPENSES, LOSSES OR DELAYS ALLEGED TO BE AS A CONSEQUENCE OF ANY DAMAGE TO, FAILURE OF, OR DEFECT IN ANY PRODUCT INCLUDING, BUT NOT LIMITED TO, ANY CLAIMS FOR LOSS OF PROFITS. THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES OR CONDITIONS, WRITTEN OR ORAL, EXPRESS OR IMPLIED. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, STILETTO DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR PURPOSE, AND ALL OTHER WARRANTIES.

STILETTO TOOLS, INC.
6061 N. WINTON WAY, WINTON CA 95388
TEL (209) 357-1932 FAX (209) 357-2149



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**TITANIUM TOOLS
STILETTO TOOLS INC. WARRANTY CLAIM FORM**

Date Issued _____ Issued By _____

Company Name _____
 Address _____
 Contact Name _____ Telephone _____
 Fax _____ E-mail _____

Customer Name _____
 Address _____
 Telephone 1 _____ E-mail _____
 Telephone 2 _____ Fax _____

Request for: Send Replacement Repair Exchange Rebalance Other

Special instructions _____

Date of Purchase _____ Invoice # _____ Original P.O. # _____ Resurface P.O. # _____

Stiletto Office use only:
 Total claimed: _____ Total Received: _____ Claim Total _____
Date Received _____ Action taken _____

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Date Issued _____ Issued By _____

Company Name _____
 Address _____
 Contact Name _____ Telephone _____
 Fax _____ E-mail _____

Customer Name _____
 Address _____
 Telephone 1 _____ E-mail _____
 Telephone 2 _____ Fax _____

Request for: Send Replacement Repair Exchange Rebalance Other

Special instructions _____

Date of Purchase _____ Invoice # _____ Original P.O. # _____ Resurface P.O. # _____

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