

## Leatherman Warranty Submission Form

Thank you for your enquiry. In order for us to process your warranty application it is necessary for you to provide the following information and to return your tool to us for inspection. Please read the notes below which hopefully should answer the majority of your queries. However, if after reading the notes below you still have questions please do not hesitate to contact us further.

Please complete this form, print it off and return it with your tool.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_

Tel: \_\_\_\_\_ Email: \_\_\_\_\_

Model of Tool: \_\_\_\_\_

Description of fault: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

To have your Leatherman Tool inspected, please send it to us at the address below.

**Whitby & Co**  
**Warranty**  
**Aynam Mills**  
**Canal Head North**  
**Kendal**  
**LA9 7BY**

When returning the tool please make sure it is securely packaged. We advise that you send it via a secure method (i.e. Royal Mail Special Delivery or myHermes at [www.myhermes.co.uk](http://www.myhermes.co.uk)) as we cannot be held responsible for tools that do not reach us.

We aim to inspect your tool within 10 working days and will replace it free of charge if a fault is found. Some customers attach sentimental value to the tool they have submitted. In these instances customers may not be happy with receiving a new product in replacement of their old tool. If this is the case please tick the box below and we will contact you to discuss this with you.

I do not wish to receive a new product.

Under the warranty we are not able to send both a replacement tool and the original product back to a customer. Please also note that if you have a discontinued product we may need to replace it with an alternative model. If this is the case and you are not happy with the alternative model please notify us within ten days of receipt.

We regret that we are unable to send out replacement parts as all repairs have to be carried out by an authorised Leatherman technician. Unauthorised repairs invalidate the warranty. Furthermore, we cannot be held responsible for any reimbursement of costs you may have incurred in having your tool engraved nor are any pouches covered under the warranty.

In a tiny minority of cases the condition/misuse of the tool may mean that the warranty is invalidated and we would contact you to discuss this if we felt this may be the case.

Kind Regards,

Warranty Repair Team  
Whitby & Co.

