

WARRANTY TERMS and CONDITIONS

Hand Tools and General Workshop Light Equipment Products

Parallel importing has resulted in competitor companies offering what were previously Sulco sole agency product lines in the New Zealand market. While we wish to honour manufacturers' warranties and accept that warranties are an important part of customer after sales service, we cannot be expected to repair or replace free of charge items that were not purchased from Sulco or their reseller agents.

Any claims for warranty should be accompanied by proof of purchase (sales invoice) detailing the date and company name from where the goods were purchased, etc. Warranty items should be returned to Sulco Ltd., FREIGHT PAID.

Manufacturers' warranties cover repair or replacement of products that have failed due to faulty workmanship and materials in manufacture. Warranty does not apply to tools that have been misused, altered, abused or badly worn. Some items including reducing adaptors, wobble extensions and tools used on impact and power drivers are excluded from warranty. This includes impact sockets and thin wall impact sockets, in-hex drivers and driver bits. Chrome plated tools are not designed for impact use. Drive bars and flex handles should not be used with cheaters etc. that may cause overloading resulting in damage to the tool and injury to the operator. Tools should be used safely within the guidelines of good engineering practice. Misuse will seriously shorten the life of a tool.

Makers "LIFETIME WARRANTIES" cover failure due to faulty workmanship and materials in manufacture only for the life of the tool. In general, lifetime warranty applies only to hand wrenches, sockets and socket accessories. The mechanism of hand ratchet handles do wear and repair kits are available at nominal cost.

Items such as pullers can be subject to high torque loads. They require sufficient lubrication to forcing screw threads and parts to prevent binding. Warranty does not cover seized forcing screws. Apply adequate Lubrication to screw threads before use.

Gear type wrenches are sold with a maker's lifetime warranty against faulty workmanship or materials in manufacturing only. As they have fine ratchet mechanisms they should be cleaned and lubricated at regular intervals. The ratchet mechanism will wear over time and the maker's warranty does not extend to replacing worn out tools.

Striking tools (hammers etc.) have a limited warranty. Driven tools for example punches drifts and chisels are not covered by warranty. Screwdrivers that are used with cheaters or hit with a hammer or used as a lever are not covered by warranty. Pry bars and lever bars are not covered by warranty.

Cutting pliers should not be used beyond the capacity of the tool. Pulling split pins with diagonal cutters or levering while cutting can damage and chip cutting faces of the pliers voiding any warranty. Pliers and nippers should not be used for cutting hi-tensile bolts and screws etc.

Single phase Air compressors & Light Workshop Equipment for example Shop Presses, Floor Cranes, portable Jacks, welders etc are sold with a back to base warranty. Misuse OR Overuse is not covered by warranty.

Hydraulic equipment, air tools and equipment and electric tools sold are subject to 12 months limited warranty unless otherwise stated. Electric lamps and lights have limited warranty which does not cover replacement bulbs, tubes, batteries, etc. Propane torches are covered by a 90 days limited warranty. The use of petroleum based lighter fluids in propane torches will void the warranty. Use only "approved gas." Booster Pac batteries etc. are covered by a 12 months warranty. No warranty limits the rights any consumer may have under the Consumer Guarantees Act.

We request that customers retain all sales invoices as proof of purchase. This will enable our staff to handle any claims for repair and warranty in a prompt and efficient manner.

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