Greenlee Warranty & Return Policy

Greenlee offers a manufacturer's limited warranty against defects in material or workmanship to the original purchaser of its Products for: a LIFETIME for its Electrical Test Instruments, Hand Tools, and Hand Benders; a three (3) year limited warranty excluding batteries for Gator ® Battery-Powered Hydraulic Tools sold before October 1, 2019, a seven (7) year limited warranty excluding batteries for its Gator ® Battery-Powered Hydraulic Tools sold on or after October 1, 2019; and for capital goods and in all other circumstances a one (1) year limited warranty unless otherwise stated by Greenlee in writing (collectively "Products"). "LIFETIME" means for the lifetime of the Greenlee Tool and such lifetime ends when the product becomes unusable for reasons other than defects in workmanship or materials. Such limited warranty time periods begin on the original date of purchase and end based on the time periods noted above.

To take advantage of this limited warranty, the complete Product must be delivered prepaid to Greenlee or its Authorized Service Center. This warranty shall not apply to any Products including but not limited to Products which: (a) Have been subjected improper handling, operation, maintenance, repair or alteration, or (b) Have been subjected to normal wear and tear, misuse, negligence, improper installation or accident. Greenlee's obligation under this limited warranty, and the Buyer's exclusive remedy for the breach thereof, shall be limited to, at Greenlee's option, repair or replacement of any allegedly defective Products or issuance of credit for Products. All returned Products are subject to inspection, and if examination does not disclose any defect covered by this warranty, replacement of such Products or issuance of credit will not be approved.

NO OTHER WARRANTIES APPLY: THE FOREGOING CONSTITUTES GREENLEE'S SOLE WARRANTY AND BUYER'S EXCLUSIVE REMEDY WHETHER SOUNDING IN TORT, CONTRACT, STRICT LIABILITY OR OTHERWISE. THERE ARE NO OTHER WARRANTIES, WRITTEN OR ORAL, EXPRESS OR IMPLIED, WHETHER OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR WHETHER OR NOT THE PURPOSE HAS BEEN DISCLOSED AND WHETHER OR NOT THE PRODUCT HAS BEEN SPECIFICALLY DESIGNED OR MANUFACTURED FOR YOUR USE OR PURPOSE OR OTHERWISE. No employee, agent, dealer, or other person is authorized to give any warranty on behalf of Greenlee. This warranty extends only to persons or organizations who purchase the Products from Greenlee or its affiliates for resale.

LIMITATION OF REMEDY AND LIABILITY:
THE SOLE AND EXCLUSIVE REMEDY FOR BREACH OF ANY WARRANTY HEREUNDER SHALL BE LIMITED TO REPAIR, CORRECTION, REPLACEMENT OR CREDIT UNDER THIS ABOVE SECTION TITLED "GREENLEE WARRANTY."

GREENLEE SHALL NOT BE LIABLE FOR DAMAGES CAUSED BY DELAY IN PERFORMANCE, AND IN NO EVENT, REGARDLESS OF THE FORM OF THE CLAIM OR CAUSE OF ACTION (WHETHER BASED IN CONTRACT, INFRINGEMENT, NEGLIGENCE, STRICT LIABILITY, OTHER TORT OR OTHERWISE), SHALL GREENLEE'S LIABILITY TO BUYER AND/OR ITS CUSTOMERS EXCEED THE PRICE PAID BY BUYER FOR THE SPECIFIC PRODUCTS GIVING RISE TO THE CLAIM OR CAUSE OF ACTION, AND BUYER SHALL INDEMNIFY GREENLEE FOR ANY DAMAGES IN EXCESS THEREOF. BUYER AGREES THAT IN NO EVENT SHALL GREENLEE'S LIABILITY TO BUYER AND/OR ITS CUSTOMERS INCLUDE SPECIAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES OF ANY CHARACTER IN CONNECTION WITH THE SALE, RESALE OR USE OF THE PRODUCTS, WHICH ARE WAIVED BY BUYER AND AS TO WHICH BUYER SHALL INDEMNIFY GREENLEE.

The term "consequential damages" shall include, but not be limited to, loss of anticipated profits, business interruption, loss of use of revenue, cost of capital or loss of or damage to property, equipment, or data, or loss of reputation. Further, Buyer shall indemnify and hold Greenlee harmless from any liability to Buyer, Buyer's employees, workers, contractors or any other persons arising out of Buyer's, and any other persons', use of the Products. All instructions and warnings supplied by Greenlee will be passed on to those persons who use the Greenlee's Products. Greenlee's Products are to be used in their recommended applications and all warning labels adhered to the Products by Greenlee shall be left intact.

For assistance with your product or to initiate a warranty claim please contact Greenlee Customer Support at 844-789-8665 or write to Greenlee at:
Greenlee Tools, Inc.
4455 Boeing Drive.
Rockford IL, 61109.

All Products used as rental units, unless otherwise stated by Greenlee in writing are warranted 90 days under the conditions set forth herein. Rental units subsequently resold are not eligible for coverage under this warranty.

Greenlee elects not to make available the informal dispute settlement mechanism which is specified in the Magnuson-Moss Warranty Act.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

November, 2022