



# Southwire™

## WARRANTY ON SOUTHWIRE CONTRACTOR EQUIPMENT

### What Does This Warranty Cover?

#### Five-Year Limited Warranty on Contractor Equipment

Under Southwire's Contractor Equipment 5-Year Limited Warranty, Southwire Company, LLC warrants that all Southwire Contractor Equipment will be free from manufacturer defects for a period of five (5) years from the date of the original end user's purchase. However, electrical components and consumable parts such as ropes, blades, dies, draw studs, grips, SIMpull™ Cradles are excluded from this 5-Year Limited Warranty and are subject to the One -Year warranty terms. Under this 5-Year Limited Warranty, the following are also excluded and Southwire Company, LLC will have no liability for any of the following: normal wear and tear resulting from product use and damage arising out of misuse, abuse, modification, and improper product maintenance. This warranty also does not cover Southwire Contractor Equipment products that have been modified by any party other than Southwire Company, LLC or its authorized third-party designee. This 5-Year Limited Warranty is not transferable to or enforceable by any person other than the product's original end user.

#### Three-Year Limited Warranty on Material Boxes

Under Southwire's Material Boxes 3-Year Limited Warranty, Southwire Company, LLC warrants that all Southwire Material Boxes will be free from manufacturer defects for a period of three (3) years from the date of the original end user's purchase. Under this Three-Year Limited Warranty for Material Boxes, the following are excluded and Southwire Company, LLC will have no liability for any of the following: normal wear and tear resulting from product use and damage arising out of misuse, abuse, modification, and improper product maintenance. This warranty also does not cover Material Boxes that have been modified by any party other than Southwire Company, LLC or its authorized third-party designee. This 3-Year Limited Warranty is not transferable to or enforceable by any person other than the product's original end user.

#### One-Year Limited Warranty on All Products

Under Southwire's 1-Year Limited Warranty, Southwire Company, LLC warrants that all electrical components and consumable parts such as ropes, blades, dies, draw studs, grips, SIMpull™ Cradles will be free from manufacturer defects for a period of one-year from the date of the original end user's purchase. Under this 1-Year Limited Warranty, Southwire Company, LLC will have no liability for any of the following: normal wear and tear resulting from product use and damage arising out of misuse, abuse, modification, and improper product maintenance. This warranty also does not cover Southwire electrical components and consumable parts that have been modified by any party other than Southwire Company, LLC or its authorized third-party designee. This 1-Year Limited Warranty is not transferable to or enforceable by any person other than the product's original end user.

#### 90-Day Limited Warranty on Contractor Equipment Sold into Rental Channels

Under Southwire's Contractor Equipment 90-Day Limited Warranty, Southwire Company, LLC warrants that all Southwire Contractor Equipment will be free from manufacturer defects for a period of 90 Days from the date of the original end user's purchase. Under this 90-Day Limited Warranty, the following are also excluded and Southwire Company, LLC will have no liability for any of the following: normal wear and tear resulting from product use and damage arising out of misuse, abuse, modification, and improper product maintenance. This warranty also does not cover Southwire Contractor Equipment products that have been modified by any party other than Southwire Company, LLC or its authorized third-party designee. This 90-Day Limited Warranty is not transferable to or enforceable by any person other than the product's original end user.



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### Exclusion of Incidental, Consequential, Indirect, Special and Punitive Damages

SOUTHWIRE MAKES NO WARRANTY THAT SOUTHWIRE CONTRACTOR EQUIPMENT PRODUCTS WILL BE MERCHANTABLE OR FIT FOR ANY PARTICULAR PURPOSE. SOUTHWIRE MAKES NO OTHER WARRANTY, EXPRESSED OR IMPLIED, OTHER THAN THE RELEVANT WARRANTY SPECIFICALLY SET FORTH IN THIS WARRANTY SECTION. SOUTHWIRE WILL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES FOR ANY BREACH OF THIS LIMITED LIFETIME WARRANTY.

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

### Warranty Claim Information/How Do You Get Service?

For all warranty, customer service, and product return authorizations and inquiries, please contact Southwire's Tools & Assembled Products at:

#### Southwire Tools & Assembled Products

840 Old Bremen Road  
Carrollton, GA, 30117

Phone Number: 1.855.SW.Tools

1. All warranty claims must be approved by Southwire's Tools & Assembled Products Warranty Department prior to return of product. If Southwire determines that a product is defective, Southwire will, at its option, repair or replace defective products or defective product components, free of charge.
2. Upon approval, Southwire will issue a Product Return Authorization Form which will include instructions on how and where to return the product. The product serial number and the original date of delivery must be set forth on the Product Return Authorization Form.
3. Southwire will cover standard freight charges (Courier Ground rate) incurred in connection with products that Southwire ultimately determines to be defective.
4. All defective components and defective products that Southwire replaces under these Warranties will become Southwire's property and will be retained by Southwire.

### Repairing Your Product When it is Out of Warranty

Southwire is happy to provide information about where a purchaser can send a product for repair at consumers' own expense, please contact 1.855.SW.tools or visit [www.southwiretools.com/tools/home.do](http://www.southwiretools.com/tools/home.do) for more information about servicing for Southwire Products.