WARRANTY INFORMATION KINETIC CUSTOMS

WARRANTY CLAIMS SHOULD BE PLACED VIA THE WARRANTY FORM WHICH CAN BE DOWNLOADED ON OUR WEBSITE & EMAILED TO:

support@kinetic-customs.co.uk

YOU MUST PROVIDE PHOTO OR VIDEO EVIDENCE OF ANY DAMAGE WHICH RELATES TO YOUR CLAIM. WE HAVE THE RIGHT TO REFUSE YOUR CLAIM IF YOU ARE UNABLE TO PROVIDE THIS EVIDENCE.

WE HAVE THE RIGHT TO REFUSE ANY CLAIM RELATING TO A PRODUCT WHICH HAS NOT BEEN PURCHASED VIA OURSELVES OR ONE OF OUR TRUSTED RETAILERS.

DUE TO THE POSSIBILITY OF COPIES OR FAKES AVAILABLE ON THE MARKET, NO WARRANTY WILL BE PROCESSED IF YOU ARE UNABLE TO PROVIDE A VALID ORDER NUMBER OR RECEIPT FROM EITHER OURSELVES OR ONE OF OUR TRUSTED RETAILERS.

THE RAPTOR Framing Hammer HEAD ONLY

This product (head only) includes a warranty of two (2) years to be free from defects in materials and workmanship. To make a claim against said warranty, proof of original purchase must be provided to Kinetic Customs once any defect is found. During this period, subject to certain conditions and exceptions, Kinetic Customs will replace, or repair if appropriate, any part which meets warranty criteria and is confirmed by Kinetic Customs to be defective. We may ask for further information, including photographs of any defect found.

This warranty does not include the magnet which may require replacement over time and with use. This warranty does NOT apply to any part or item damaged in any way which Kinetic Customs determines to be misuse, abuse, normal wear and tear (inc powder coating or other aesthetic plating), or repairs made and attempted by any other party than Kinetic Customs.

Nail hammers are designed for use with common unhardened nails only. The intended use of this product is for framing work. Any tool struck on the face, side, claws or handle

with another hardened object will be considered misuse and will not be considered a reasonable fault or issue. If a full replacement of any part or product is appropriate and the claim meets warranty criteria, Kinetic Customs may replace the part or product with any new or updated version of said part or product. To make a claim against the above warranty, please email accounts@kinetic-customs.co.uk with proof of original purchase and details of any defect.

THE RAPTOR framing hammer ALUMINIUM SHAFT ONLY

This product (shaft only) includes a warranty of one (1) year to be free from defects in materials and workmanship. To claim against said warranty, proof of original purchase must be provided to Kinetic Customs once any defect is found. **Please note, this modular part is intended to be a replaceable part, much like a wooden handled framing hammer and may wear over time & with use. This part is not intended to be subjected to consistent overstrike and damage that occurs due to regular overstrike may not be included in this warranty**. Claims outside of this period of one (1) year will be at the discretion of Kinetic Customs. We may ask for further information, including photographs of any defect found.

During this period, subject to certain conditions and exceptions, Kinetic Customs will replace, or repair if appropriate, any part which meets warranty criteria and is confirmed by Kinetic Customs to be defective. This warranty does not include the textured rubber grip or plastic liner insert which is replaceable and is expected to wear over time and with use, nor does it apply to the anodised finish. This warranty does NOT apply to any part or item damaged in any way which Kinetic Customs determines to be misuse, abuse, normal wear and tear, or repairs made and attempted by any other party than Kinetic Customs.

Nail hammers are designed for use with common unhardened nails only. The intended use of this product is for framing work. Any tool struck on the face, side, claws or handle with another hardened object will be considered misuse and will not be considered a reasonable fault or issue. If a full replacement of any part or product is appropriate and the claim meets warranty criteria, Kinetic Customs may replace the part or product with any new or updated version of said part or product. To make a claim against the above warranty, please email accounts@kinetic-customs.co.uk with proof of original purchase and details of any defect.

THE RAPTOR framing hammer TITANIUM SHAFT ONLY

This product (shaft only) includes a warranty of two (2) years to be free from defects in materials and workmanship. To claim against said warranty, proof of original purchase must be provided to Kinetic Customs once any defect is found. During this period, subject to certain conditions and exceptions, Kinetic Customs will replace, or repair if appropriate, any part which meets warranty criteria and is confirmed by Kinetic Customs to be defective. We may ask for further information, including photographs of any defect found.

This warranty does not include the textured rubber grip or plastic liner insert, the grip is a replaceable part which is expected to wear over time and with use. This warranty does NOT apply to any part or item damaged in any way which Kinetic Customs determines to be misuse, abuse, normal wear and tear, or repairs made and attempted by any other party than Kinetic Customs. This warranty does not include the anodised colour finish which is expected to wear with use.

Nail hammers are designed for use with common unhardened nails only. The intended use of this product is for framing work. Any tool struck on the face, side, claws or handle with another hardened object will be considered misuse and will not be considered a reasonable fault or issue. If a full replacement of any part or product is appropriate and the claim meets warranty criteria, Kinetic Customs may replace the part or product with any new or updated version of said part or product. To make a claim against the above warranty, please email accounts@kinetic-customs.co.uk with proof of original purchase and details of any defect.

THE NIGHTHAWK Framing Hammer HEAD ONLY

This product (head only) includes a warranty of two (2) years to be free from defects in materials and workmanship. To make a claim against said warranty, proof of original purchase must be provided to Kinetic Customs once any defect is found. During this period, subject to certain conditions and exceptions, Kinetic Customs will replace, or repair if appropriate, any part which meets warranty criteria and is confirmed by Kinetic Customs to be defective. We may ask for further information, including photographs of any defect found.

This warranty does not include the magnet which may require replacement over time and with use. This warranty does NOT apply to any part or item damaged in any way

which Kinetic Customs determines to be misuse, abuse, normal wear and tear (inc powder coating or other aesthetic plating), or repairs made and attempted by any other party than Kinetic Customs.

Nail hammers are designed for use with common unhardened nails only. The intended use of this product is for framing work. Any tool struck on the face, side, claws or handle with another hardened object will be considered misuse and will not be considered a reasonable fault or issue. If a full replacement of any part or product is appropriate and the claim meets warranty criteria, Kinetic Customs may replace the part or product with any new or updated version of said part or product. To make a claim against the above warranty, please email accounts@kinetic-customs.co.uk with proof of original purchase and details of any defect.

THE NIGHTHAWK framing hammer EVO TITANIUM SHAFT ONLY

This product (shaft only) includes a warranty of two (2) years to be free from defects in materials and workmanship. To claim against said warranty, proof of original purchase must be provided to Kinetic Customs once any defect is found. During this period, subject to certain conditions and exceptions, Kinetic Customs will replace, or repair if appropriate, any part which meets warranty criteria and is confirmed by Kinetic Customs to be defective. We may ask for further information, including photographs of any defect found.

This warranty does not include the textured rubber grip or plastic liner insert, the grip is a replaceable part which is expected to wear over time and with use. This warranty does NOT apply to any part or item damaged in any way which Kinetic Customs determines to be misuse, abuse, normal wear and tear, or repairs made and attempted by any other party than Kinetic Customs. This warranty does not include the anodised colour finish which is expected to wear with use.

Nail hammers are designed for use with common unhardened nails only. The intended use of this product is for framing work. Any tool struck on the face, side, claws or handle with another hardened object will be considered misuse and will not be considered a reasonable fault or issue. If a full replacement of any part or product is appropriate and the claim meets warranty criteria, Kinetic Customs may replace the part or product with any new or updated version of said part or product. To make a claim against the above warranty, please email accounts@kinetic-customs.co.uk with proof of original purchase and details of any defect.

HICKORY HANDLE PRODUCTS:

This product (shaft only) includes a warranty of one (1) year to be free from defects in materials and workmanship. To claim against said warranty, proof of original purchase must be provided to Kinetic Customs once any defect is found.

Hickory shafts broken due to overstrike will not automatically be replaced or repaired. All replacements are at the discretion of Kinetic Customs and any issues in this regard should be emailed to support@kinetic-customs.co.uk

We recommend that hickory shaft products are soaked head down overnight in linseed oil regularly to keep the wood moist and avoid any looseness over time, especially in countries with a warm climate and this advice will be suggested as a first step if any warranty claim relates to head looseness.

Wood is a natural material and appearance or grain structure between handles may vary from photos shown on our website, this is not included in our warranty and is not a valid reason for return once an item is used.

Please note, this warranty covers the hickory shaft ONLY and hammer heads will not be replaced solely due to a broken hickory handle.

Hickory handles are expected to wear with use and over time and will occasionally need replacing.

HICKORY HANDLE PRODUCTS - STEEL HEAD ONLY:

This product (head only) includes a warranty of two (2) years to be free from defects in materials and workmanship. To make a claim against said warranty, proof of original purchase must be provided to Kinetic Customs once any defect is found. During this period, subject to certain conditions and exceptions, Kinetic Customs will replace, or repair if appropriate, any part which meets warranty criteria and is confirmed by Kinetic Customs to be defective. We may ask for further information, including photographs of any defect found and we have the right to refuse your request if this further information is not provided.

This warranty does not include the magnet (if applicable) which may require replacement over time and with use. This warranty does NOT apply to any part or item damaged in any way which Kinetic Customs determines to be misuse, abuse, normal wear and tear (inc powder coating or other aesthetic plating), or repairs made or attempted by any other party than Kinetic Customs.

Nail hammers are designed for use with common unhardened nails only. Any tool struck on the face, side, claws or handle with another hardened object will be considered misuse and will not be considered a reasonable fault or issue. If a full replacement of any part or product is appropriate and the claim meets warranty criteria, Kinetic Customs may replace the part or product with any new or updated version of said part or product. To make a claim against the above warranty, please email support@kinetic-customs.co.uk with proof of original purchase and details of any defect.

Broken hickory shafts are not covered under this policy, please see the warranty information above for hickory shafts which are covered by a separate policy. Hammer heads will not be replaced due to broken hickory shafts.

Raw steel products / raw exposed steel areas on ANY PRODUCT:

Please be aware that raw steel products or exposed raw steel areas on a coated tool can rust if left damp or wet or stored in a damp environment. A small amount of rust can also appear during transit due to changing temperatures and condensation. If you have chosen a raw product or a product which has raw exposed areas, please ensure you dry your tool after use and use a suitable protective coating if necessary. Kinetic Customs takes no responsibility for items that have rusted due to being left in wet or damp conditions or environments. Information for removing small amounts of rust can be found in the leaflet accompanying your item.

BR1 aluminium & brass versions

This product (body only) includes a warranty of two (2) years to be free from defects in materials and workmanship. **Please be advised that this warranty does not include the loss of any bolt, screw, fastener or belt clip included with the product. You must ensure that you maintain the product to a reasonable standard which includes the periodic checking & tightening of any fastener, screw or bolt to avoid this working loose and becoming lost and the cleaning of any internal parts and mechanisms from time to time and as appropriate. It is at the discretion of Kinetic Customs whether we decide to ship any replacement fastener, bolt or screw to you or alternatively provide you with the required size information to allow you to source a replacement yourself.**

This warranty does not include damage caused by general wear and tear, misuse or accidental damage or loss (for example, dropping, loss of internal parts due to cleaning and maintenance, etc..). The finish, brass or anodised aluminium, is not included under warranty and is expected to wear over time and with use.