



## WARRANTY POLICY

Every STILETTO® product is warranted to the original purchaser only to be free from defects in materials and workmanship for a period of one (1) year from the date of purchase, as shown by proof of purchase. During the warranty period, subject to certain exceptions, Stiletto will replace with a new product, depending on availability, any product, which after examination, is determined by Stiletto to be defective in material or workmanship.

This warranty does not apply to damage that Stiletto determines to be from normal wear and tear, accident, misuse or abuse, vandalism, alterations or modifications, neglect or lack of maintenance, or improper repairs made or attempted by anyone other than Stiletto authorized representatives.

Please refer to our warranty evaluation guide if you have questions about what is and is not covered under warranty, and how to determine if a defect is caused by misuse vs defect in material or workmanship.

Titanium hammers should not be struck upon hardened objects; this can result in damage to the face of the hammer. This warranty does not cover damage to any hammer which results from striking the hammer against hardened objects, such as hardened nails or hardened steel tools (i.e. cats paws, chisels, bolts and steel form stakes).

All warranty claims must be submitted by the customer or a distributor on behalf of the customer. The interactive warranty form can be found on warranty. Once your claim is submitted, a customer service representative will reach out to you within 1 business day on the next steps, and whether or not your warranty submission is approved or denied. In some instances, we may ask you to send your Stiletto product back for review. We will provide a prepaid shipping label to you if we want to review your warranty submission.

**ALL WARRANTY CLAIMS MUST BE SUBMITTED ON STILETTO.COM/WARRANTY BEFORE ANY ACTION WILL BE TAKEN. FAILURE TO CONTACT STILETTO WILL LEAD TO DELAY IN OR DENIAL OF REPLACEMENT.**

**ACCEPTANCE OF THE EXCLUSIVE REPAIR AND REPLACEMENT REMEDIES DESCRIBED HEREIN IS A CONDITION OF THE CONTRACT FOR THE PURCHASE OF EVERY STILETTO PRODUCT. IN NO EVENT SHALL STILETTO BE LIABLE FOR ANY INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, OR FOR ANY COSTS, ATTORNEY FEES, EXPENSES, LOSSES OR DELAYS ALLEGED TO BE AS A CONSEQUENCE OF ANY DAMAGE TO, FAILURE OF, OR DEFECT IN ANY PRODUCT INCLUDING, BUT NOT LIMITED TO, ANY CLAIMS FOR LOSS OF PROFITS. THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES OR CONDITIONS, WRITTEN OR ORAL, EXPRESS OR IMPLIED. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, STILETTO DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR PURPOSE, AND ALL OTHER WARRANTIES.**

## SUBMITTING WARRANTY REQUEST

1. Go to [stiletto.com](https://stiletto.com)
2. Hover over **Support** and click on **Warranty Request**
3. Fill out necessary fields under **Submit a Warranty Claim Form**
4. Upload Proof of Purchase and up to 5 images of Defective/Damaged Product
5. Once submitted, Customer Service will respond within 1 business day whether submission is approved and next steps

**Note to Distributors:** If you are filling out this form for one of your customers, please ensure you are filling in the customer's information and not your store/location information.



## WARRANTY EVALUATION AID

### TITANIUM HAMMERS

#### NON-DEFECTIVE MATERIALS

Not covered by warranty



Face milling is worn out completely, chipping and pitting at edge of face, result of striking hardened steel tools.



Face is worn and "mushroomed", or a lip is formed, by striking hardened steel tools such as Cats Paw or steel stakes.



Claw tips worn down from chipping concrete or digging in rocky soil. Note scrapes, scratches, and indentations near claw tips.

#### DEFECTIVE MATERIALS

Covered by warranty



Face has smooth depressions and/or open voids or cavities in face. Defective Titanium casting.



Edge of face has damage caused by rounded, smooth-looking casting defects.



Tip of claw broken due to casting defects. No apparent abuse to tool.

### HICKORY HANDLES

#### NON-DEFECTIVE MATERIALS

Not covered by warranty



Good grain structure; fibers pulling and splintering, very long fibers in break. Break caused by user over-prying.



Good grain structure; fibers pulling and splintering, very jagged looking break. Break caused by user over-prying.



Good grain structure; fibers jagged, handle material pulled down out of eye. Break caused by user over-prying.

#### DEFECTIVE MATERIALS

Covered by warranty



Poor grain structure; fibers broke off clean, no splintering in break. Break caused by bad grain.



Poor grain structure; fibers broke off clean, no long sharp fibers. Break caused by bad grain.



Poor grain structure; fibers broke off clean, material not pulled out of eye. Break caused by bad grain.

#### STILETTO CUSTOMER SERVICE

1-800-987-1849

INFO@STILETTO.COM

#### STILETTO WARRANTY ASSISTANCE

WARRANTY@STILETTO.COM