

Policies

Limited Warranty

The majority of BURNDY tools are warranted to be free of defects in materials and workmanship for a period of five (5) years from the date of shipment. See specific tool page for length of warranty. If inspection by a certified technician shows the trouble is caused by defective workmanship or material, BURNDY will repair or (at our option) replace the tool.

This Warranty does not apply where:

- Repairs or alterations have been made or attempted by others
- Repairs are required because of normal wear and tear
- The tool has been abused, misused or improperly maintained
- The use of any non-BURNDY product has resulted in damage to the tool

Repair Policy

All non-warranty repaired tools are completely reconditioned, at a maximum cost of 40% of a new tool, and receive a limited 1-year warranty.

If the decision is made not to repair, a handling charge of \$25.00 will be applied plus return freight costs.

Return Procedure

Prior to shipping a tool for repair, please contact the BURNDY Tool Center (1-800-426-8720; 603-444-6781) or an authorized repair center, to obtain a return authorization. An estimate of the repair costs will be sent for approval once the tool is received and inspected. No repair work will begin until written approval and PO are provided. All tools sent to the BURNDY Tool Center or an authorized repair center as a warranty claim must be accompanied by a proof of purchase such as a BURNDY invoice or invoice from any BURNDY distributor.

All tools must be shipped at the owner's expense, prepaid. BURNDY pays for the return freight, same surface freight as received. Airfreight returns will be returned same way, collect for non-warranty repair and prepaid for warranty repairs.

This warranty and repair policy supercedes all previous policies and is in effect as of April 1, 2024.