



## TITANIUM TOOLS WARRANTY CLAIM FORM

### STEP 1: Fill out contact information completely.

Customer Name: \_\_\_\_\_ Company Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State & Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_ eMail : \_\_\_\_\_

Mobile : \_\_\_\_\_ Fax: \_\_\_\_\_

### STEP 2: Fill out product model information and reason for return.

Product Model number: \_\_\_\_\_ Description: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_ Purchased From: \_\_\_\_\_

Reason for Return: \_\_\_\_\_

Special Instructions: \_\_\_\_\_

### STEP 3: Ship this form with product(s) you are returning.

#### Ship returns or repairs to:

**Stiletto Customer Service  
1130 North Magnolia Ave.  
Anaheim, CA 92801**

#### Remember to Include:

- 1. Product you are returning**
- 2. This completed form**
- 3. Original receipt or invoice**

Shipping via Fedex or UPS is advised. If shipping via USPS, insuring your shipment is recommended.

Please allow 2-3 weeks for processing. Typical repair turnaround time is 5 days, not including transit times to and from our service center. Non-defective Hickory repairs are \$15.99, and Fiberglass handle repairs are \$29.99, plus return shipping charges. It is not necessary to include any payment when you ship your hammer. If charges apply a Stiletto Customer Service Rep will contact you for payment.

All Stiletto products are covered by a **one-year warranty** against defects in materials and workmanship, with proof of purchase. During the warranty period, Stiletto will replace or repair a defective product with a new or reconditioned part or product, depending on the availability at the time of replacement. Please refer to Stiletto Warranty Policy for more detailed warranty policy information. If you have any questions or concerns, please call our Customer Service at (800) 987-1849, or email us at "info@stiletto.com".

**(800) 987-1849**  
**www.stiletto.com**



## **TITANIUM TOOLS**

### **STILETTO WARRANTY RETURN POLICY**

Every Stiletto product is warranted to the original purchaser only to be free of 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 repair or replace with a new or reconditioned 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.**

**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 & steel form stakes).**

Any product being returned must be sent via prepaid shipment to Stiletto and must be accompanied by a "Stiletto Tools Warranty Claim Form" and proof of purchase. This form will be faxed or emailed to you after calling Stiletto Customer Service and stating the problem. The claim form must be filled out completely, stating the date of purchase and reason for return. This form must accompany the product being returned. Stiletto will determine, at its option, whether to repair or replace the item after inspection.

**ALL WARRANTY CLAIMS MUST BE CALLED INTO STILETTO FIRST, BEFORE ANY ACTION WILL BE TAKEN. FAILURE TO CONTACT STILETTO WILL LEAD TO DELAY IN OR DENIAL OF REPLACEMENT OR REPAIR.**

**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.**

Stiletto Titanium Tools  
(800) 987-1849  
[www.stiletto.com](http://www.stiletto.com)