

All Wera professional hand tools are covered by a lifetime warranty against breakage due to defects in materials or workmanship for the normal life of the product. This policy does not cover products which have been altered in any way, and products which have been subject to abuse, misuse, negligence, or improper storage. Bits, bitholders and L-keys are also not covered under this warranty policy as they are considered consumable. Wera Tools reserves the right to inspect warranty claims before replacements are issued. Return transportation costs are not included, however Wera will send replacement tools at no cost. Any claims for reasons other than those noted here must be approved by Wera Tools Inc., or its authorized representatives.

## Contact

Trade customers who wish to get in contact with us can do so either by using the details below, or by getting in touch with their usual local sales representative. If you are not sure who you should be speaking to please call our Sales Office on the number below.

Wera also enjoy staying in contact with our end users, so if you have a non-trade query or comment, please do get in touch, using the details supplied below. We can help you with product queries, stockist enquiries & comments, and can of course assist you in the unlikely event of a complaint.

Wera Tools - North America  
4129 Harvester Rd., Unit H  
Burlington . Ontario . Canada . L7L 5M3  
Telephone: (905) 637-0003 . Fax: (905) 637-6480 . Email: [info@weratools.com](mailto:info@weratools.com)

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.