

LEATHERMAN WARRANTY INSTRUCTIONS



Step one: Box it up (securely)

Unfortunately, we cannot be held responsible for tools that never reach us.

Please be sure to send your warranty repair via an insured and trackable service where delivery confirmation can be obtained if necessary.

Do not ship us your sheath or accessories.

Be sure to download and complete the [Warranty Return Form](#). The form must be completed, signed and included with your product in order for us to process your warranty request.

PLEASE NOTE: Sentimental tools **MUST** be shipped out to our United States Shipping Address in order to be repaired.



Step two: Ship it out

The addresses below are for MAILING ONLY. If you are from the Portland, OR area and would like to complete a warranty return in person, please visit our [Leatherman store](#) in Cascade Station.

United States Shipping Address:

Leatherman Tool Group, Inc.
Attn: Warranty
5226 NE 152nd Place
Portland, OR 97230

Canada Shipping Address:

Eastern Outdoor Sales
Attn: Leatherman Warranty
3067 Mainway
Burlington, Ontario L7M 1A1



Step three: We do the rest

Besides fixing your trusty Leatherman, we will ship your product back to you at our expense using a trackable shipping service.

In the meantime, you can stay busy by reading articles on [our blog](#), reading [tool tales](#) from other Leatherman folks, learning some essential [Leatherman maintenance tips](#), or follow us on social media.



We take extraordinary measures to make sure your Leatherman product will give you many years of dependable service. If it doesn't the product has a defect in material or workmanship, don't worry! We will gladly repair or replace it, at our discretion, with one of equal or greater value under our 25-year guarantee for knives and tools and 10-year guarantee for Leatherman branded lights.

This warranty covers only the original/primary owner and does not cover abuse, alteration, theft, loss, or unauthorized and/or unreasonable use of your Leatherman product. This warranty does not cover sheaths, accessories, imprinting, color finishes, cleaning, or sharpening.

Our warranty program covers tools purchased for personal use only. This warranty does not cover bulk purchases from auctions or flea markets with the intent to resell repaired or refurbished tools.

Leatherman Tool Group is not liable for incidental or consequential damages. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from jurisdiction to jurisdiction.



OFFICIAL LEATHERMAN WARRANTY
SUBMISSION FORM

Please type into the form when possible for legibility.

Products sent with incomplete, illegible, or unsigned forms will not be processed.

First Name: _____ Last Name: _____

Company Name (if applicable): _____

Mailing Address*: _____ Apt/Suite #: _____

City: _____ State/Province: _____ Zip/Postal Code: _____

Phone Number: _____ Email: _____

How many tools are you sending in?: _____ Model Names: _____

Please provide a brief description of the problem and/or any special instructions: _____

PLEASE CHECK HERE IF THIS TOOL IS SENTIMENTAL AND YOU DO NOT WANT IT REPLACED, ONLY REPAIRED.

Under our 25-year warranty for tools/knives and 10-year warranty for lights, we will repair or replace (with one of equal or greater value) your product at our discretion. If we choose to replace your tool instead of repair it, your original product will not be sent back to you. **If your Leatherman has sentimental value and you DO NOT want it replaced, please check the box above and note that if we cannot fix the tool we will send it back to you AS IS instead of being replaced. Also note: to have a sentimental tool repaired, it must be shipped to our warranty address in the US below and NOT to the warranty address for Canada.**

Remember to send your Leatherman product to us using an insured, trackable method. We **are not** responsible for products that do not make it to us. Do not return any sheaths, bits, lanyard rings, etc. or accessories. Those will not be sent back to you.

By signing this document, I acknowledge that I have read and agree to the Leatherman Tool Group, Inc. warranty and warranty shipping policies as stated here and on the official Leatherman web site.

Signature

Date

WARRANTY ADDRESS FOR THE US
Leatherman Tool Group, Inc.
Attn: Warranty
5226 NE 152nd Place
Portland, OR 97230

WARRANTY ADDRESS FOR CANADA
Eastern Outdoor Sales
Attn: Leatherman Warranty
166 South Service Rd. East
Oakville, ON L6J 2X5

**In the US we ship via US Postal Service. Make sure your address is one where you can receive mail.*

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.