

# WARRANTY INFORMATION

## KINETIC CUSTOMS

### **The Raptor Framing Hammer HEAD ONLY**

This product (head only) includes a warranty of three (3) years to be free from defects in materials and workmanship. In order to make a claim against said warranty, proof of original purchase must be provided to Kinetic Customs once any defect is found.

During this period, subject to certain conditions and exceptions, Kinetic Customs will replace, or repair if appropriate, any part which meets warranty criteria and is confirmed by Kinetic Customs to be defective. ***This warranty does not include the magnet which may potentially require replacement over time and with use.***

This warranty does NOT apply to any part or item damaged in any way which Kinetic Customs determines to be misuse, abuse, normal wear and tear, or repairs made and attempted by any other party than Kinetic Customs.

Nail hammers are designed for use with common unhardened nails only. The intended use of this product is for framing work. Any tool struck on the face, side, claws or handle with another hardened object will be considered misuse and will not be considered a reasonable fault or issue.

If a full replacement of any part or product is appropriate and the claim meets warranty criteria, Kinetic Customs may replace the part or product with any new or updated version of said part or product.

To make a claim against the above warranty, please email [accounts@kinetic-customs.co.uk](mailto:accounts@kinetic-customs.co.uk) with proof of original purchase and details of any defect.

## **The Raptor framing hammer ALUMINIUM HANDLE ONLY**

This product (handle only) includes a warranty of one (1) years to be free from defects in materials and workmanship. In order to claim against said warranty, proof of original purchase must be provided to Kinetic Customs once any defect is found.

Please note, this modular part is intended to be a replaceable part, much like a wooden handled framing hammer and may wear over time & with extended use. This part is not intended to be subjected to consistent overstrike and damage that occurs due to regular overstrike may not be included in this warranty. Claims outside of this time period of one (1) years will be at the discretion of Kinetic Customs.

During this period, subject to certain conditions and exceptions, Kinetic Customs will replace, or repair if appropriate, any part which meets warranty criteria and is confirmed by Kinetic Customs to be defective. ***This warranty does not include the textured rubber grip or plastic liner insert which is replaceable and is expected to wear over time and with use.***

This warranty does NOT apply to any part or item damaged in any way which Kinetic Customs determines to be misuse, abuse, normal wear and tear, or repairs made and attempted by any other party than Kinetic Customs.

Nail hammers are designed for use with common unhardened nails only. The intended use of this product is for framing work. Any tool struck on the face, side, claws or handle with another hardened object will be considered misuse and will not be considered a reasonable fault or issue.

If a full replacement of any part or product is appropriate and the claim meets warranty criteria, Kinetic Customs may replace the part or product with any new or updated version of said part or product.

To make a claim against the above warranty, please email [accounts@kinetic-customs.co.uk](mailto:accounts@kinetic-customs.co.uk) with proof of original purchase and details of any defect.

**The Titan framing hammer TITANIUM HANDLE ONLY**

This product (handle only) includes a warranty of three (3) years to be free from defects in materials and workmanship. In order to claim against said warranty, proof of original purchase must be provided to Kinetic Customs once any defect is found.

During this period, subject to certain conditions and exceptions, Kinetic Customs will replace, or repair if appropriate, any part which meets warranty criteria and is confirmed by Kinetic Customs to be defective. ***This warranty does not include the textured rubber grip or plastic liner insert, the grip is a replaceable part which is expected to wear over time and with use.***

This warranty does NOT apply to any part or item damaged in any way which Kinetic Customs determines to be misuse, abuse, normal wear and tear, or repairs made and attempted by any other party than Kinetic Customs.

Nail hammers are designed for use with common unhardened nails only. The intended use of this product is for framing work. Any tool struck on the face, side, claws or handle with another hardened object will be considered misuse and will not be considered a reasonable fault or issue.

If a full replacement of any part or product is appropriate and the claim meets warranty criteria, Kinetic Customs may replace the part or product with any new or updated version of said part or product.

To make a claim against the above warranty, please email [accounts@kinetic-customs.co.uk](mailto:accounts@kinetic-customs.co.uk) with proof of original purchase and details of any defect.

**Hickory Shaft Products:**

Hickory handles broken due to overstrike will not automatically be replaced or repaired. All replacements are at the discretion of Kinetic Customs and any issues in this regard should be emailed to [accounts@kinetic-customs.co.uk](mailto:accounts@kinetic-customs.co.uk)

We recommend that hickory handled products are soaked head down overnight in linseed oil regularly to keep the wood moist and avoid any looseness over time, especially in countries with a warm climate.

**Raw products / areas:**

Please be aware that raw steel products or raw steel areas on a coated tool can rust if left damp or wet or stored in a damp environment.

A small amount of rust can also appear during transit due to changing temperatures and condensation.

If you have chosen a raw product or a product which has raw exposed areas, please ensure you dry your tool after use and use a suitable protective coating if necessary.

Kinetic Customs takes no responsibility for items that have rusted due to being left in wet or damp conditions or environments.