



Version Update: 09/2017

GENERAL WARRANTY

SCOPE OF WARRANTY

CONDOR TOOL & KNIFE (“CTK”) warrants each product sold by CTK or its authorized resellers (“Product”) to be free of defects in materials or workmanship for as long as you own the Product, or for the maximum period allowed by the laws of your jurisdiction, if less.

IMPORTANT NOTICE: PURCHASING FROM A NON-AUTHORIZED RESELLER WILL VOID THE WARRANTY.

CTK is firmly committed to providing our customers with best in class Products through authorized resellers. Our policy is to honor product warranties and to perform services only on Products purchased from an authorized CTK reseller and only accompanied by a receipt or proof of purchase.

Unfortunately, CTK products are sometimes sold by companies that are not authorized to do so. Products sold by these unauthorized resellers are not purchased from CTK or an authorized distributor; instead they are acquired from a host of other sources. CTK products sold by unauthorized resellers sometimes are purchased on a secondary “gray” market and can be pirated goods not produced by CTK, damaged, defective or so-called “B” stock goods, or stolen goods. Due to the nature of the goods sold by unauthorized resellers and their business practices, products sold by unauthorized resellers are not entitled to CTK warranty coverage.

We are using our best efforts (including this warning) to prohibit these companies from taking advantage of consumers, but these practices still exist. We urge you to check CTK’s website to ensure that, at the time of purchase, the reseller is an authorized partner of CTK.

EXCLUSIONS FROM COVERAGE

Excluded from coverage under this warranty are the following:

- Products purchased other than from Condor Tool and Knife or from an authorized CTK reseller.
- Products without an accompanying proof of purchase or receipt.
- Damage resulting from abuse or misuse.
- Damage resulting from extended wear and tear.
- Damage resulting from tampering or a customer modification.
- Damage resulting from exposure to a caustic substance.
- Consequential, incidental, indirect, punitive, exemplary, and/or special damages (although some states in the United States do not allow the exclusion or limitation of consequential or incidental damages, so this exclusion might not apply to you).

This warranty is the exclusive warranty provided by CTK relating to the Product and, to the maximum extent permitted by law, CTK disclaims all other express or implied warranties.



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WHAT YOU WILL NEED TO DO TO RETURN DEFECTIVE PRODUCTS

Bring the Product to the store where it was purchased OR call CTK for a Return Authorization Number (“RA#”).

To obtain an RA#, please take the following steps:

- call us at 1-407-458-9396; OR EMAIL US AT rtj2@att.net
- tell us WHAT you are sending back;
- tell us WHY you are sending it back;
- If product is broken please provide an image
- Record the RA# and details for your future reference.
- To ship the Product back to CTK, please take the following steps:
- include a copy of the original proof of purchase or receipt;
- include a brief description of the problem;
- include the RA#;
- mark or identify the defect with a piece of masking tape (if applicable);
- print the RA# clearly on the outside of the box; and
- ship the Product to the following address:

CONDOR TOOL & KNIFE Returns

CONDOR TOOL & KNIFE
7557 WEST SAND LAKE RD #106
ORLANDO, FL 32819
Attn: Warranty Department (RA # _____)

Please ship the Product freight prepaid and insured. CTK assumes no responsibility for Products during shipment from the customer to our Warranty Department and shipping charges are not refundable.

If CTK determines that the Product is defective, CTK will either replace the Product or repair the Product. All determinations made by CTK will be within CTK’s sole discretion and will be final.

All returns by CTK in the United States will be sent using DHL shipping. All returns to international customers will be sent using standard shipping.

STATE AND INTERNATIONAL LAWS

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state in the United States and in other countries.