



Nothing but **HEAVY DUTY.**[™]



SERVICE

**HANDTOOL LIFETIME GUARANTEE
GUIDELINES**

Faulty MILWAUKEE® handtools can be replaced or repaired free of charge under a lifetime guarantee should they break during normal usage due to material or manufacturing fault. This excludes handtools without apparent fault, worn out but still functional, rusty, burnt, abused, modified, transformed, ground, welded, used for other purposes than the normal use, destroyed by neglect or intentionally.*

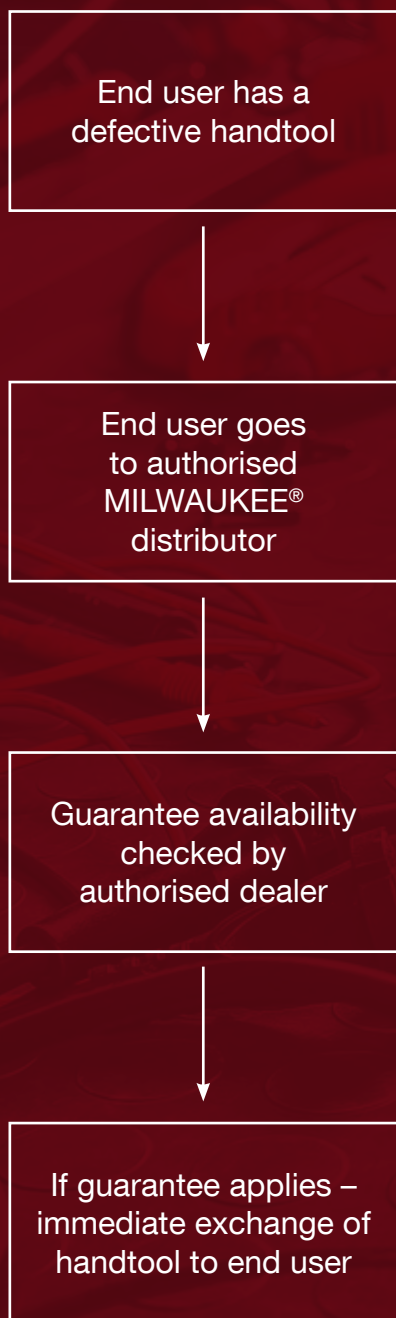
*Terms of the MILWAUKEE® Handtool Lifetime Guarantee – See Page 9



**LIFETIME
GUARANTEE**
MILWAUKEE® HANDTOOLS

MILWAUKEE® HANDTOOL LIFETIME GUARANTEE PROCESS AND REQUIREMENTS

PROCESS



REQUIREMENTS

In order to get the handtool services as a guarantee claim, the following requirements have to be full-filled:

- MILWAUKEE® handtool lifetime guarantee process.
- The handtool was purchased from an authorised MILWAUKEE® distributor in Europe, UK, Middle East, India and Africa.
- The end user is the original owner who purchased the product in the first place.
- A valid proof of purchase is shown and recorded.
- Authorised dealer checks if handtool is qualified for the guarantee process.
- Lifetime is defined as the period of time a tool can be expected to last under normal use and conditions.
- The authorised MILWAUKEE® distributor is using the reimbursed process defined by MILWAUKEE® to get the tool exchanged reimbursed.

The statutory rights remain unaffected.



HANDTOOLS



MILWAUKEE® GUARANTEE FOR HANDTOOLS IS APPLICABLE*

MEASUREMENT



MEASUREMENT HANDTOOLS ARE NOT INCLUDED IN THE LIFETIME GUARANTEE*

ACCESSORIES



**MILWAUKEE® ACCESSORIES ARE NOT INCLUDED IN THE HANDTOOL
LIFETIME GUARANTEE***

* The shown images are giving an general idea of the coverage of the guarantee for handtools. The binding definition of guarantee is subject to the process at the authorised MILWAUKEE® distributor.



EXAMPLES FOR VALID GUARANTEE CLAIMS



Clear breakage but product is in good condition



Screwdriver in good condition but broken

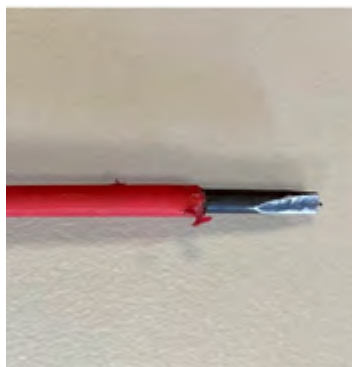


Scissors in good condition, pin is broken



EXAMPLES FOR NON-VALID GUARANTEE CLAIMS

WEAR AND TEAR



Handtool is showing normal wear and tear based on usage.

MISUSE



Handtool is broken and is showing significant physical impacts.

Handtool has been used in a way it was not supposed to.

Handtool has rusted.

MODIFICATION



Modifications were made on the tool in order to fulfill a different task than the original purpose.



HAMMERS GUARANTEE CLAIM GUIDELINE



VALID GUARANTEE

INVALID GUARANTEE



Face has smooth depressions and/or open voids or cavities in face.
Defective Titanium casting



Face milling is worn out completely, chipping and pitting at edge of face, result of striking hardened steel tools.

METAL HEAD



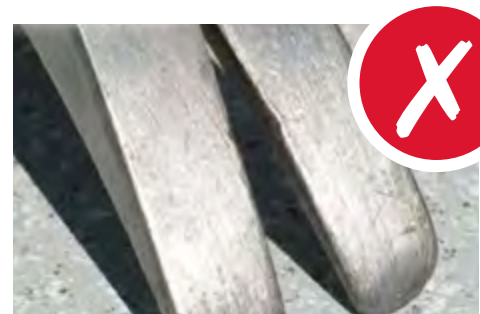
Edge of face has damage caused by rounded, smooth looking casting defects.



Face is worn and "mushroomed", or a lip is formed, by striking hardened steel tools such as Cats Paw or steel stakes.



Rounded, smooth looking casting defects.
Tip of claw broken due to casting defects.
No apparent abuse to tool.



Claw tips worn down from chipping concrete or digging in rocky soil.
Note scrapes, scratches, and indentations near claw tips.



LEVELS GUARANTEE CLAIM GUIDELINE



VALID GUARANTEE

INVALID GUARANTEE



The level shows very little wear and no abuse. The level is obviously not indicating correctly.



The level is showing signs of misuse. This can cause the deviation of the correct indication.

LEVEL NOT INDICATED CORRECTLY

To check the “level” or “horizontal” vial’s accuracy, place the level on any flat surface.

- Make a mark on the flat surface at one end of the level.
- Read the bubble & remember where it is.
- Turn the level 180 degrees (end to end), placing the level right on the line drawn from the original end placement.
- Read the level.
- If the bubble returns to the same place, the level is accurate. If it does not, it is not accurate.
- Do it again, regardless of the reading.

To check the “plumb” or “vertical” vials, place the level against any door frame or wall.

- Make a mark on the wall beside the top vial.
- Read the bubble & remember where it is.
- Flip the level side for side (not end for end!).
- Read the level.
- If the bubble returns to the same place, the vial is accurate. If it does not, it is not accurate.
- Do it again, regardless of the reading.

LOSE PARTS



The level shows very little wear and no abuse. Parts of the level have fallen off the tool.



The level or the part falling off are showing signs of misuse.





HANDTOOLS LIFETIME GUARANTEE CLAIM

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*Terms of the MILWAUKEE® Handtool Lifetime Guarantee.

The guarantee is granted by MILWAUKEE®.

Lifetime is defined as the period of time a tool can be expected to last under normal use and conditions.

Your dated proof of purchase or sales receipt must accompany all requests and claims under this guarantee coverage.

In order to assert the guarantee, you must declare at an authorised MILWAUKEE® distributor (1) that a defect occurred in the handtool (exact description of the defect); (2) at what time the defect occurred; (3) about the date of purchase proven by a copy of the sales receipt or another proof of purchase; (4) about the name of the seller (the company); (5) about the guarantee you are requesting (replacement or repair).

This guarantee is granted to the original retail purchaser only and may not be transferred or assigned to subsequent owners.

This guarantee is intended to cover Europe, UK, Middle East and Africa. You can contact your local authorised MILWAUKEE® distributor by using the store locator available on our website using the following link: [Store Locator | MILWAUKEE® Tools Europe](#) or the authorised MILWAUKEE® distributor from where you made the original purchase. Alternatively, you can contact MILWAUKEE® using the [contact us page](#) if you are unsure.

Your statutory consumer rights in case of product defects remain unaffected. These rights are not restricted by this guarantee and continue to be free of charge.





LEVELS 10 YEAR ACCURACY GUARANTEE CLAIM

The following MILWAUKEE® products are sold with a 10 year accuracy guarantee:



Slim Box Level



REDCAST™
Level



Minibox Level



Billet Level



I-BEAM Level

If, at the date of purchase, any of these products are found to be faulty or containing defects in material or workmanship affecting the accuracy or the components, they can be replaced free of charge. This excludes any products destroyed by neglect or intentionally.* For any other MILWAUKEE® levels which are not mentioned above, the standard guarantee against defects in material and workmanship applies.

*Terms of the MILWAUKEE® 10 Year Accuracy Guarantee.

This guarantee applies to the following MILWAUKEE® products:

- Slim Box Level
- REDCAST™ Level
- Minibox Level
- Billet Level
- I-BEAM Level

This guarantee covers any defects in material or workmanship affecting the accuracy of the levels.

This guarantee is for a term of 10 years, commencing at the date of purchase.

The guarantee is granted by MILWAUKEE®.

This guarantee is granted to the original retail purchaser only and may not be transferred or assigned to subsequent owners.

A copy of your dated proof of purchase or sales receipt must accompany all requests and claims under this guarantee coverage.

In order to assert the guarantee, you must take the product to your local authorised MILWAUKEE® distributor by using the link in section 8 below along

with a copy of your dated proof of purchase or sales receipt. Your return will then be inspected by a MILWAUKEE® representative prior to replacement.

This guarantee is intended to cover Europe, UK, Middle East and Africa. You can contact your local authorised MILWAUKEE® distributor by using the store locator available on our website using the following link: [Store Locator | MILWAUKEE® Tools Europe](#) or the authorised MILWAUKEE® distributor from where you made the original purchase. Alternatively, you can contact MILWAUKEE® using the [contact us](#) page if you are unsure.

For the avoidance of doubt, this guarantee does not apply to any damage caused by misuse, alterations, abuse, lack of maintenance or accidents; normal wear and tear; or discoloration of liquid as functionality remains the same.

Your statutory consumer rights in case of product defects remain unaffected. These rights are not restricted by this guarantee and continue to be free of charge.

This guarantee excludes all other MILWAUKEE® levels not mentioned above.

For more information to help you determine if this guarantee will cover damage due to defective material or workmanship, or if it is due to misuse, alterations, abuse, normal wear and tear, lack of maintenance or accidents, please refer [here](#).





LEVELS 30 YEAR ACCURACY GUARANTEE CLAIM

The following MILWAUKEE® products are sold with a 30 year accuracy guarantee:



REDSTICK™
BACKBONE™
Level



REDSTICK™
Compact Box
Level



Block Torpedo
Level

If, at the date of purchase, any of these products are found to be faulty or containing defects in material or workmanship affecting the accuracy or the components, they can be replaced free of charge. This excludes any products destroyed by neglect or intentionally.* For any other MILWAUKEE® levels which are not mentioned above, the standard guarantee against defects in material and workmanship applies.

*Terms of the MILWAUKEE® 30 Year Accuracy Guarantee.

This guarantee applies to the following MILWAUKEE® products:

- REDSTICK™ BACKBONE™ Level
- REDSTICK™ Compact Box Level
- Block Torpedo Level

This guarantee covers any defects in material or workmanship affecting the accuracy of the levels.

This guarantee is for a term of 30 years, commencing at the date of purchase.

The guarantee is granted by MILWAUKEE®.

This guarantee is granted to the original retail purchaser only and may not be transferred or assigned to subsequent owners.

A copy of your dated proof of purchase or sales receipt must accompany all requests and claims under this guarantee coverage.

In order to assert the guarantee, you must take the product to your local authorised MILWAUKEE® distributor by using the link in section 8 below along with a copy of your dated proof of purchase

or sales receipt. Your return will then be inspected by a MILWAUKEE® representative prior to replacement.

This guarantee is intended to cover Europe, UK, Middle East and Africa. You can contact your local authorised MILWAUKEE® distributor by using the store locator available on our website using the following link: [Store Locator | MILWAUKEE® Tools Europe](#) or the authorised MILWAUKEE® distributor from where you made the original purchase. Alternatively, you can contact MILWAUKEE® using the [contact us](#) page if you are unsure.

For the avoidance of doubt, this guarantee does not apply to any damage caused by misuse, alterations, abuse, lack of maintenance or accidents; normal wear and tear; or discoloration of liquid as functionality remains the same.

Your statutory consumer rights in case of product defects remain unaffected. These rights are not restricted by this guarantee and continue to be free of charge.

This guarantee excludes all other MILWAUKEE® levels not mentioned above.

For more information to help you determine if this guarantee will cover damage due to defective material or workmanship, or if it is due to misuse, alterations, abuse, normal wear and tear, lack of maintenance or accidents, please refer [here](#).





YOUR MILWAUKEE® SPECIALIST



Nothing but **HEAVY DUTY.™**

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