

SECTION I: SUPPLIER INFORMATION

Product Line: Armstrong Industrial Tools, GearWrench, Crescent, Lufkin, Wiss HK Porter, Weller, APX & AIT
Line Abbreviation:
Supplier: Apex Tool Group, LLC
Address: 14600 York RD Suite A
City, State & Zip: Sparks MD 21152
Website: www.apextoolgroup.com



KEY PERSONNEL

Contact & Title: Eric Pozner: Sales Manager
Responsibilities: All Sales and Field Responsibilities
Phone & Fax: 317-557-2763
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Contact & Title: National Account Manager
Responsibilities: Marketing & HQ
Phone & Fax: 410-773-7824

Contact & Title: Mary Goss Director of Marketing Automotive
Responsibilities: Marketing
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Technical Service Contact & Title: Bob Fohl
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Customer Service Contact: Irma Reter
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SECTION II: WARRANTY POLICIES AND PROCEDURES (GENERAL)

WARRANTY – STANDARD LIMITED LIFETIME

NOTE PLEASE REVIEW BLACK LABEL POLICY FIRST AND ANY FURTHER BRANDED WARRANTY BELOW

Apex warrants to each original Customer of Products sold by Apex that such Products (excluding carrying cases and storage accessories and the product categories set forth below) are, at the time of delivery to the Customer, free of material and workmanship defects, provided that no warranty is made with respect to: (a) any Product which has been modified, disassembled and/or reassembled or altered in any way or improperly installed; (b) any Product which has, in Apex's judgment, been subject to negligence, misuse, abuse, accident, improper storage or damage during shipment; (c) any Product which has not been operated and maintained in accordance with normal practice and in conformity with recommendations and published specifications of Apex; and (d) any Products which have been serviced or repaired by anyone other than an Authorized Repair Center of Apex or modified by anyone other than Apex. Normal wear and tear is also excluded.

Product Exceptions to the Standard Limited Lifetime Warranty:

- Tool Boxes, Standard Chucks and Accessories, Bits, Replaceable Bit Sockets, Torque Products, Soldering and De-Soldering Products are warranted only for one (1) year from date of Buyer acceptance.
- Accuracy standards for calibration on Torque Products are warranted for 90 days from date of buyer acceptance.
- Product meeting warranty criteria will be repaired or replaced subject to Apex's sole discretion. Torque Product components are subject to normal wear through use and replacement thereof is the responsibility of the Customer.

These warranties set forth herein are the sole warranties applicable to Products and is in lieu of all other warranties, whether express, implied or statutory. The implied warranties of merchantability and fitness for a particular purpose are specifically excluded.

Remedies: Customer's sole and exclusive remedy for breach of this Warranty is, at the option of Apex, repair or replacement of the defective product.

Armstrong® hand tools are warranted for Life to be free of defects in material and workmanship. Carrying cases, pouches, accessory bits and consumable products, if any, are not covered by this Warranty.

Armstrong® - Professional Tools

If use of any Armstrong® Hand Tool when used for its intended purpose, fails to give complete satisfaction, return it to your Armstrong® Distributor or contact Apex Tool Group Customer Service USA (866) 907-9716, and it will be repaired or replaced free of charge. *Except Torque Products

*Armstrong® Torque Products are warranted to (1) be free of defects in material and workmanship for one year and (2) meet out of the box calibration accuracy standards as stated in the product literature. Accuracy standards for calibration are warranted for 90 days from date of purchase. Products for which Warranty Repair is requested should be returned, at Buyer's cost, for evaluation to:

Warranty Service & Authorized Repair:

Electronic Torque Wrenches
ATG Torque Repair
1150 Clipper Rd.
Sumter, SC 29154

All other Torque Products

Angle Repair & Calibration Service, Inc.
175 Angle Drive
Beckley, West Virginia 25801

Armstrong US Customer Service
Armstrong Industrial Hand Tools
(800) 621-8814

Armstrong® Torque Products are precision instruments that contain moving parts. These components are subject to normal wear through use and replacement thereof is the responsibility of Buyer. Torque Products should be routinely checked for calibration at an Authorized Repair Center using Armstrong® repair parts.

This Warranty shall not apply to Products which have been misused, abused, damaged by accident or otherwise, repaired by anyone other than an Authorized Repair Center or modified by anyone other than Apex Tool Group and is in lieu of all other warranties, whether express, implied or statutory. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE SPECIFICALLY EXCLUDED. Buyer's sole and exclusive remedy for breach of this Warranty is, at the option of Apex Tool Group, repair or replacement of the defective Product. IN NO EVENT WILL APEX TOOL GROUP BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES ARISING FROM BREACH OF THIS WARRANTY, EVEN IF APEX TOOL GROUP HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

GearWrench® tools are warranted for Life to be free of defects in material and workmanship. Carrying cases, pouches, accessory bits and consumable products, if any, are not covered by this Warranty.

GearWrench - Warranty

Apex warrants to each original Customer of Products sold by Apex that such Products (excluding carrying cases and storage accessories and the product categories set forth below) are, at the time of delivery to the Customer, free of material and workmanship defects, provided that no warranty is made with respect to: (a) any Product which has been modified, disassembled and/or reassembled or altered in any way or improperly installed; (b) any Product which has, in Apex's judgment, been subject to negligence, misuse, abuse, accident, improper storage or damage during shipment; (c) any Product which has not been operated and maintained in accordance with normal practice and in conformity with recommendations and published specifications of Apex; and (d) any Products which have been serviced or repaired by anyone other than an Authorized Repair Center of Apex or modified by anyone other than Apex. Normal wear and tear is also excluded.

Product Exceptions to the Standard Limited Lifetime Warranty:

- Tool Boxes, Bits, Bit Sockets, Taps, Dies, Files, Torque Products
- Accuracy standards for calibration on Torque Products are warranted for 90 days from date of buyer acceptance. Torque Products in North America must be sent to Angle Repair & Calibration Service, Inc., 175 Angle Drive, Beckley, West Virginia 25801 (304) 253-5729 at Customer's cost for evaluation. Product meeting warranty criteria will be repaired or replaced subject to Apex's sole discretion. Torque Product components are subject to normal wear through use and replacement thereof is the responsibility of the Customer.

These warranties set forth herein are the sole warranties applicable to Products and is in lieu of all other warranties, whether express, implied or statutory. The implied warranties of merchantability and fitness for a particular purpose are specifically excluded.

Remedies: Customer's sole and exclusive remedy for breach of this Warranty is, at the option of Apex, repair or replacement of the defective product.

Torque Wrench Warranty Service Information:**Electronic Torque Wrench Warranty Service & Authorized Repair:**

Electronic Torque Wrenches
Apex Torque Repair
1150 Clipper Road
Sumter, SC 29154

Micrometers and all other Torque Products:

Angle Repair & Calibration Service, Inc.
175 Angle Drive
Beckley, West Virginia 25801

GearWrench® Torque Products are precision instruments that contain moving parts. These components are subject to normal wear through use and replacement thereof is the responsibility of Buyer. Torque Products should be routinely checked for calibration at an Authorized Repair Center using GearWrench repair parts.

This Warranty shall not apply to Products which have been misused, abused, damaged by accident or otherwise, repaired by anyone other than an Authorized Repair Center or modified by anyone other than Apex Tool Group and is in lieu of all other warranties, whether express, implied or statutory. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE SPECIFICALLY EXCLUDED. Buyer's sole and exclusive remedy for breach of this Warranty is, at the option of Apex Tool Group, repair or replacement of the defective Product. IN NO EVENT WILL APEX TOOL GROUP BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES ARISING FROM BREACH OF THIS WARRANTY, EVEN IF APEX TOOL GROUP HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

The Apex Tool Group is not responsible for personal injury or damage resulting from improper tool usage, product modification, abuse or usage beyond expected product life.