

# TEKTON®

## Our Guarantee

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We keep it simple—if your tool doesn't work like it should, let us know and we'll make it right. We ship replacement parts within the United States and Canada.

### No Time Limits

It doesn't matter when you got the tool or how old it is.

### No Receipts

You don't have to worry about keeping receipts. If you own the tool, our support comes with it. Often, we ask you to send a picture of your product to verify your request and give us more information.

### Expert Support

Our team knows the tools and is committed to helping. We ask our team members to treat you like they would a good friend, which means we go out of our way to be helpful and straightforward. If we believe the tool wasn't used correctly, we will often tell you that and still replace it, at least the first time. The solutions we provide are thoughtful and customized to you.

### Fast Responses

We respond to messages fast. Sometimes we respond in as little as 5 minutes, and our standard is no later than the next business day.

### Shipping On Us

When we send you a replacement item, we always cover the cost of shipping the new product.

## About Us

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We're a family-owned company in Grand Rapids, Michigan. We're dedicated to making the best hand tools you'll ever own, and we start by designing the products that we personally believe in and want to own ourselves.

To meet our users' needs, we do a lot of things differently than other tool companies. We hire the best engineers and designers and ask them to focus on putting your dollars where it matters—on functional aspects like using the best materials, refining production processes, and maximizing strength and leverage. Our tools are designed to work better and cost less than the competition's because we realize that tools, like many things, don't have to be expensive to work well—they need to be made well to work well.



For more information or to request a replacement, visit: [tekton.com/tool-help](https://www.tekton.com/tool-help)