



WARRANTY POLICY

BoxoUSA Warranty Terms, Rights, Notes, Definitions:

Limited Term or Policy Warranty Products:

Torque Tools - One (1) Year from the date of purchase. (Calibration certification is not included)

Tool Bags and Rolls - One (1) Year from the date of purchase (Does Not include damage caused by over stuffing or misuse of the bag design or material)

Tool Storage and Boxes - Limited Lifetime (Component replacement / local structural repair consideration if applicable)

Claim Processing Term:

Upon receipt of the required information by mail or electronic transmission BoxoUSA will review and respond within 3 business days when possible. Resolution or replacement will be addressed on a case by case basis.

Shipping:

BoxoUSA will ship replacement parts or products freight free at our discretion. BoxoUSA reserves the right to request a product be returned pre-paid to our designated location for evaluation before a warranty claim will be authorized. After review, BoxoUSA will reimburse prepaid freight shipments IF the claim is authorized.

Claim Rejection:

BoxoUSA reserves the exclusive right to reject any warranty claim if a product failure is determined to be from misuse, modification, alteration, lack of maintenance and care, normal wear and tear or any other reason as determined by an authorized BoxoUSA representative.

Serviceable Products:

Some Boxo and Non-Boxo branded products are serviceable by service kits or through authorized service centers. BoxoUSA reserves the exclusive right to send service kits to repair products or request products be sent to an authorized service center at our discretion.

Superseded, Discontinued, Out Of Stock products:

Over time some products may not be serviceable or a direct replacement may not be available.



BoxoUSA will strive to repair or replace products with like or similar products when possible. BoxoUSA is not liable for discontinued products if our suppliers discontinue items out of our control. BoxoUSA will advise customers of any out of stock issues delaying the service or replacement of a product. BoxoUSA is not liable for any delays outside of our control including manufacturing and shipping delays.

Normal Wear and Tear:

Certain product designs and applications are expected to wear out over time. These include but are not limited to: files, hammers, punches, chisels, screwdriver tips, bits, cutter blades, knives, saw blades, scribe tips, etc. These items will only be considered on a case by case basis by an authorized BoxoUSA representative.

Tool Boxes (including Pro Series, Tech Series, Hand Carry, Organized Storage Modules, and other storage units) may show signs of wear or damage from normal use. If a warranty claim involves structural concerns such as rust, popped welds, drawer slides, or locking mechanisms, the item will be evaluated by an authorized BoxoUSA representative within 5–7 business days of receiving the claim.

BoxoUSA reserves the discretion to determine the cause and validity of such claims. In general, we stand behind our products when failure results from standard use. However, misuse, abuse, or neglect will void warranty coverage. Claims involving physical mistreatment will be handled on a case-by-case basis and may be denied if damage is found to be due to misuse outside of the product's intended design.

Defects in Materials or Workmanship:

Products are designed and manufactured to meet performance and reliability specifications. If a product's fit, finish, durability or performance don't meet the original design specifications BoxoUSA will repair or replace the product at our discretion. These include but are not limited to: chrome peeling, cracks, breakage, fitment, alignment, stamping, welding, paint peeling, rust, stripped components, accuracy and other failures of the original design. BoxoUSA reserves the exclusive right to determine if a product should be replaced under our warranty program.

Products NOT Covered under BoxoUSA's Lifetime Warranty Policy:

These include but are not limited to: Wooden handles, rubber or plastic faced hammer heads. Any product altered by grinding, cutting, welding or other forms of modification from its original design, fit or function. Any product used in ways not intended for in the original design of the products. This would include but not limited to: Screwdrivers used as pry bars, punches, chisels or scrapers. Chrome sockets, extensions and accessories used on air or electric power tools. Rust, discoloration,



peeling, delamination of plastic, coated or painted surfaces from exposure to chemicals, UV rays and other working environments not intended for in the original product design or application process.

Expressed or Implied Warranties:

BoxoUSA's Lifetime Warranty Policy is the sole and exclusive warranty policy for all Boxo branded and Supplier branded products. Only authorized BoxoUSA company representatives are authorized to implement this policy.

Warranty Claims outside of the Continental US:

All warranty claims for products located outside of the Continental US borders will be processed on a case by case basis.

Effective Date: 04/15/2021

Updated: 07/01/2025