

### Leatherman Warranty Returns Form

In order for us to process your warranty return it is necessary for you to return your tool to us for inspection. Please read the notes below which should answer any queries you may have.

**USING BLOCK CAPITALS, please complete this form, print it off and return it with your tool.**

**Name**

**Address**

**Postcode**

**Email**

**Telephone**

**Model of tool**

**Description of fault:**

**Please send it to us at the following address;**

Whitby & Co  
Warranty  
Aynam Mills  
Canal Head North  
Kendal  
LA9 7BY

**When returning your tool please make sure it is securely packaged. We advise that you send it via a secure method (i.e. Royal Mail Special Delivery) as we cannot be held responsible for tools that do not reach us.**

**Important Notes:**

- 1) We aim to inspect your tool within 10 working days and will replace it free of charge if a fault is found. We DO NOT repair, service or engrave tools. All faulty tools will be replaced.
- 2) We regret that we are unable to send out replacement parts.
- 3) Unauthorised repairs or modifications will invalidate the warranty.
- 4) We cannot be held responsible for the reimbursement of costs you may have incurred in having your tool engraved.
- 5) Pouches and accessories are not covered by the warranty.
- 6) In a tiny minority of cases the condition / misuse of the tool may mean that the warranty is invalidated and we would contact you to discuss this if we felt this may be the case.
- 7) We are unable to send both a replacement tool and the original tool back to a customer.
- 8) If you have a discontinued tool or your tool is of sentimental value we may need to replace it (at our discretion) with an alternative model which may / may not have the same number of tools.

**We need your permission to stay in touch**

We'd like to keep you up to date on products and promotional offers that may be of interest to you. You can "Opt-out" at any time.

**Yes - I'm happy to receive emails**

**Privacy Notice**

We collect a range of data about you when you complete the Warranty Returns Form. This data will be stored in an electronic format (including email) and also in paper format. We have a legitimate interest in processing your data during the Warranty process to ensure that we make and keep records of the process and allow us to manage the process effectively. We will keep your personal data in this regard until there is no longer a legitimate reason for doing so, unless you withdraw your consent. You are under no statutory or contractual obligation to provide your data to us. If you elect not to do so however, we will not be able to process your Warranty properly, if at all. Full details of how we collect, use, store and share your information can be seen at [www.whitbyandco.co.uk/privacy-policy](http://www.whitbyandco.co.uk/privacy-policy)

**Yes, I consent to my data being processed as outlined above**

**Date (dd-mm-yy)**