

Master Lock offers a warranty on its padlocks, including key, combination, and electronic locks (including the battery) and the length of warranty is determined by the product number of your lock. (See limited lifetime warranty section below). Replacements to the same key, combinations, or electronic code are determined by the model lock being replaced. Customer Service will be able to verify that information at the time you make your warranty claim.

Limited Lifetime Warranty

If this product or any part of the product fails due to a defect in materials or workmanship at any time during the life of the product, Master Lock Company LLC (“Master Lock”) will repair or replace the product or part free of charge. Simply contact Master Lock at www.masterlock.com or [1.800.464.2088](tel:18004642088) for instructions on obtaining repair or replacement. Canadian customers please call [1.800.227.9599](tel:18002279599). Return of the defective product or part at the customer’s expense, along with proof of purchase, may be required. This limited warranty applies only to defects in materials and workmanship, and does not cover products which have been abused, altered, damaged, misused, cut or excessively worn. THIS WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT ONLY. This limited warranty does not cover labor for removing, reinstalling or refinishing the Product or part, or other materials removed, reinstalled or refinished in order to repair or replace the Product or part. TO THE EXTENT PERMITTED BY LAW, MASTER LOCK DISCLAIMS ALL OTHER IMPLIED OR EXPRESS WARRANTIES INCLUDING ALL WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT ANY IMPLIED WARRANTIES MAY NONETHELESS EXIST BY OPERATION OF LAW, SUCH WARRANTIES ARE LIMITED TO THE DURATION PROVIDED BY LAW.

LIMITATION OF LIABILITY: This limited warranty is your sole and exclusive remedy and MASTER LOCK shall not be liable for any damages, whether direct, indirect, incidental, special, consequential, exemplary, or otherwise, including property damage, lost revenues and lost profits, arising out of any theory of recovery, including statutory, contract or tort. Notwithstanding the term of any limited or implied warranty, or in the event that this limited warranty fails of its essential purpose, in no event will MASTER LOCK’S entire liability exceed the purchase price of this product. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages so the above limitations or exclusions may not apply to you. Some states and provinces do not allow limitation on how long a limited warranty lasts, so the above limitation may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state and province to province.

Note: If you are an inmate in a Correctional Facility, the request for your replacement or replacements must be mailed. [Click here](#) for the warranty returns form which includes mailing instructions. In addition to the form, you must also include a letter on official prison letterhead and signed by a warden or prison official. The letter must include your lock model number, serial number (if applicable), and control key number. Please also note that your replacement lock will be shipped via parcel post.

Note: Any warranty stated on any packaging or website associated with this product is not valid in Australia. Product sold in Australia is governed by the consumer guarantees contained under the Australian Consumer Law.

There are many different warranties that may apply, depending on the product. Please follow these instructions to find your product warranty:

1. Go to the keyword and product search in the upper right on masterlock.com
2. Enter your product number
3. Go to the product detail page
4. Click on the “Product Warranty” link under the description
5. If you don’t know your product number, just search on your product type (such as “Luggage Lock”) and use the results to find your product.

If there is no “Product Warranty”, then there is no warranty that applies to your product.

It will take approximately 2-4 weeks to receive the locks.

Manufacturers’ warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.