

# WARRANTY

FROM OUTSIDE NORTH AMERICA?

SEE [INTERNATIONAL WARRANTY INFORMATION >>](#)

Roadside quick-fix, duck blind repair, that pesky squeaky floorboard. Leatherman is there for all your expected (and unexpected) needs - even your most embarrassing "I can't believe I just did that" moment. We go to extraordinary lengths to make sure your Leatherman tool gives you many years of dependable service. If it doesn't, we've got your back with our no-questions-asked 25-year limited warranty. Just send in your tool and we'll have it fixed up and back to you in time to save the day again. And again. And again...

## LEATHERMAN WARRANTY INSTRUCTIONS



### STEP ONE: BOX IT UP (SECURELY)

Unfortunately, we cannot be held responsible for tools that never reach us.

Please be sure to send your warranty repair via an insured and trackable service where delivery confirmation can be obtained if necessary.

Do not ship us your sheath or accessories.

Be sure to download and complete the [Warranty Return Form](#). The form must be completed, signed and included with your product in order for us to process your warranty request.

**PLEASE NOTE:** Sentimental tools MUST be shipped out to our United States Shipping Address in order to be repaired.



### STEP TWO: SHIP IT OUT

The addresses below are for MAILING ONLY. If you are from the Portland, OR area and would like to complete a warranty return in person, please visit our [Leatherman store](#) in Cascade Station.

#### UNITED STATES SHIPPING ADDRESS:

Leatherman Tool Group, Inc.  
Attn: Warranty  
5226 NE 152nd Place  
Portland, OR 97230  
(800) 847-8665 (ask for Warranty)  
[toolwarranty@leatherman.com](mailto:toolwarranty@leatherman.com)

#### CANADA SHIPPING ADDRESS:

Eastern Outdoor Sales  
Attn: Leatherman Warranty  
3067 Mainway  
Burlington, Ontario L7M 1A1  
(905) 335-5103  
[info@eosi.ca](mailto:info@eosi.ca)



### STEP THREE: WE DO THE REST

Besides fixing your trusty Leatherman, we will ship your product back to you at our expense using a trackable shipping service.

In the meantime, you can stay busy by reading articles on [our blog](#), reading [tool tales](#) from other Leatherman folks, learning some essential [Leatherman maintenance tips](#), or follow us on social media.



We take extraordinary measures to make sure your Leatherman product will give you many years of dependable service. If it doesn't the product has a defect in material or workmanship, don't worry! We will gladly repair or replace it, at our discretion, with one of equal or greater value under our 25-year guarantee for knives and tools and 10-year guarantee for Leatherman branded lights.

This warranty covers only the original/primary owner and does not cover abuse, alteration, theft, loss, or unauthorized and/or unreasonable use of your Leatherman product. This warranty does not cover sheaths, accessories, imprinting, color finishes, cleaning, or sharpening.

Our warranty program covers tools purchased for personal use only. This warranty does not cover bulk purchases from auctions or flea markets with the intent to resell repaired or refurbished tools.

Leatherman Tool Group is not liable for incidental or consequential damages. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from jurisdiction to jurisdiction.

## INTERNATIONAL RETURN INFORMATION

### STEP ONE: LOCATE YOUR DISTRIBUTOR

To obtain warranty service, you must return your tool to a local authorized service center. Depending on the tool defect, they will decide whether to repair your tool or replace it with a product of equal or greater value.



### STEP TWO: PACKAGE THE TOOL SECURELY

In the package, please write legibly and include the following information:

- Your name
- Phone number
- Return address
- A brief description of all the problems

**Please do not ship us your sheath.** You are responsible for shipping costs to the authorized service center. When you return your tool, be sure to use an insured shipping method. They cannot be responsible for items that do not reach the service centers.

### STEP THREE: SHIP OUT YOUR PACKAGE

Besides fixing your documented problem, we will ship your product back to you at our expense using a trackable shipping service.

#### SKELETOOL and SKELETOOL CX Notice:

We have made a running change to the knife blades on the Skeletool and Skeletool CX multi-purpose tools. If you turn one of these tools in for warranty you may receive the new configuration for repair/replacement. The blade material has not been changed on either model, but the cutting edge has been changed to the following:

Skeletool: (ORIG) straight-edge blade (NEW) combo straight/serrated edge

Skeletool CX: (ORIG) combo straight/serrated edge (NEW) straight-edge blade

To view the new models visit the [Skeletool](#) and [Skeletool CX](#) product pages.

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.