



1. Purpose

To ensure that Warranty Claims follow this policy aiming to enhance Customer Satisfaction.

2. Scope

The Policy applies to all our Customers and Distributors.

3. Policy

It is our Policy to ensure that all products distributed/sold by Norbar Torque Tools (Australia) Pty Ltd trading as Norbar Torque Tools (Norbar) are guaranteed against faulty workmanship and materials for a period of 12 months from date of purchase from Norbar.

Norbar will repair products that fail to give satisfactory service due to defective workmanship or materials.

We cannot accept responsibility for defects or failures caused by improper usage of the tools under conditions for which they were not intended, including overloading, lack of maintenance and neglecting to follow the instructions outlined in the Operating Instructions.

Wrenches out of calibration are not covered by Warranty.

Norbar cannot be held responsible or liable in any circumstances for any direct, indirect or consequential loss or damage, which the purchaser or others may incur.

When making a claim, proof of purchase must accompany goods. Items are returned to Norbar at the customer's expense, if warranty is approved, they are returned at Norbar's expense.

Workshop Technicians will complete the Service Report Template to confirm whether a tool shall be deemed to be covered by Warranty or not. (Ref: [Torque Wrench Service Report](#); [Pneumatic Wrench Service Report](#); [Hydraulic Torque Wrench Service Report](#))

Warranty Records are recorded against the original invoice for purchase as Return Authorizations on NetSuite.

Sales Office Contact Details:

Office	Address	Phone	Email
Central Sales Office / Head Office	45-47 Raglan Avenue Edwardstown SA 5039	08 8292 9777	norbar@norbar.com.au
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Western Sales Office	Unit 2 / 22 Chullora Bend Jandakot WA 6164	08 9455 7717	norbarwa@norbar.com.au
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**Matt Packer**

Director

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