

WARRANTY POLICY > GENERAL® & GENERAL® INTERNATIONAL

All component parts of General, General International and Excalibur by General International products are carefully inspected during all stages of production and each unit is thoroughly inspected upon completion of assembly.

Limited Lifetime Warranty:

Because of our commitment to quality and customer satisfaction, General and General International agree to repair or replace any part or component which upon examination, proves to be defective in either workmanship or material to the original purchaser for the life of the tool. However, the Limited Lifetime Warranty does not cover any product used for professional or commercial production purposes nor for industrial or educational applications. Such cases are covered by our Standard 2-year Limited Warranty only. The Limited Lifetime Warranty is also subject to the "Conditions and Exceptions" as listed below.

Standard 2-Year Limited Warranty:

All products not covered by our lifetime warranty including products used in commercial, industrial and educational applications are warranted for a period of 2 years (24 months) from the date of purchase. General and General International agree to repair or replace any part or component which upon examination, proves to be defective in either workmanship or material to the original purchaser during this 2-year warranty period, subject to the "conditions and exceptions" as listed below.

To file a claim:

To file a claim under our Standard 2-year Limited Warranty or under our Limited Lifetime Warranty, all defective parts, components or machinery must be returned freight or postage prepaid to General International or to a nearby distributor, repair center or other location designated by General International. For further details call our service department at 1-888- 949-1161 or your local distributor for assistance when filing your claim.

Along with the return of the product being claimed for warranty, a copy of the original proof of purchase and a "letter of claim" must be included (a warranty claim form can also be used and can be obtained, upon request, from General International or an authorized distributor) clearly stating the model and serial number of the unit (if applicable) and including an explanation of the complaint or presumed defect in material or workmanship.

Conditions and Exceptions:

This coverage is extended to the original purchaser only. Prior warranty registration is not required but documented proof of purchase i.e. a copy of original sales invoice or receipt showing the date and location of the purchase as well as the purchase price paid, must be provided at the time of claim.

Warranty does not include failures, breakage or defects deemed after inspection by General International to have been directly or indirectly caused by or resulting from; improper use, or lack of or improper maintenance, misuse or abuse, negligence, accidents, damage in handling or transport, or normal wear and tear of any generally considered consumable parts or components.

Repairs made without the written consent of General International will void all warranty.

IMPORTANT NOTICE

The specifications and information on this website are given as general information and are not binding. All metric sizes are not exact and unless otherwise specified are rounded off to serve as general guidelines only.

Due to our policy of constant improvements, General International reserves the right to make changes to components, parts or features without prior notice and without incurring obligation to install these changes on previously delivered units as well as to add or delete any models as deemed necessary without prior notice or obligation.