

Tape Measure Replacement Policy

Komelon warrants tapes against manufacturers' and materials defects. If product is returned with a valid receipt and qualifies under the "valid replacement conditions" below, the tape measure should be replaced for the customer at no charge as you would replace any other defective item. If the customer has questions about this or any other Komelon tape, they are welcome to contact our customer service department at customerservice@komelonusa.com.

Komelon's warranty coverage is for the useful life of the tape. While we stand by our product there are some additional things you should know about the Komelon warranty. Komelon is not responsible for damage resulting from excessive wear, misuse, abuse, damage from accident or alteration to the product.

We have included a guide below to help you determine if a tape measure is defective and should be replaced. Komelon tape measures are inspected before shipment and believed to be free from defects.

Valid Replacement Conditions

A tape measure showing defects in material or workmanship like those below should be replaced free of charge.



Broken spring, blade will not retract

Tape measure shows little or no wear, no signs of abuse, but the blade will not retract into the case or feeds itself of out the case.



Defective Component

Self Lock button does not function properly.

Slide lock button doesn't hold tape



Tape measure shows little or no wear, no signs of abuse. However, one of the components is broken or will not function properly.



Missing Rivot

End hook is missing a rivot which causes it to not function properly.

Conditions Not Covered By Warranty

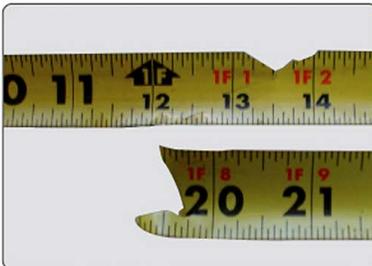
Tape measures showing heavy wear, or damage from accident, alteration or misuse should not be replaced free of charge. The examples below are valid reasons to refuse free replacement.

Rusty Blade or hook



Rust and corrosion on blade or end hook indicates that the tape measure has been exposed to moisture or extreme conditions for long periods

Torn or Damaged Blade



Blade torn by retracting at a high speed, broken by being stepped on or accidentally cut by a power/or hand tool.

Worn Out Beyond Expected Life



Bare metal showing on the blade; excessive wear on case exterior indicates the tape measure is worn out.

Bent End Hook



End hook is bent from tape being dropped, stepped on, or accidentally hit by another tool.