

Bushsteel Warranty Policy (South Africa) – 15 April 2026

Product Range:

- BUSHSTEEL Ranger
 - BUSHSTEEL Workhorse
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1. Our Promise

Bushsteel is committed to supplying durable, reliable, high-performance multi tools designed for demanding environments.

All Bushsteel Ranger and Workhorse multi tools are backed by our:

 **5-Year Limited Warranty**

 **Lifetime Service Support**

This ensures confidence in your purchase while maintaining long-term product performance.

2. Warranty Coverage

Bushsteel warrants that its Ranger and Workhorse multi tools will be free from manufacturing defects in materials and workmanship for a period of 5 (five) years from the date of purchase.

If a valid defect arises under normal use during this period, Bushsteel will, at its discretion:

- Repair the product, or
- Replace the product with the same or a comparable model

This warranty applies only to the original purchaser and is not transferable unless required by South African law.

3. Lifetime Service Support

Beyond the 5-year warranty period, Bushsteel offers lifetime service support on all genuine products.

This includes:

- Affordable repairs
- Servicing of worn components
- Maintenance support

This ensures your tool remains functional for years to come, even outside the warranty period.

4. What Is Covered

This warranty covers:

- Manufacturing defects in materials
 - Faults in workmanship under normal, intended use
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5. What Is Not Covered

This warranty does not cover:

- Normal wear and tear
- Blade dulling through use
- Cosmetic damage (scratches, fading, coating wear)
- Rust or corrosion due to poor maintenance
- Damage from misuse, abuse, or unintended use
- Neglect, improper storage, or lack of care
- Modifications or unauthorised repairs
- Accessories, sheaths, engraving, or finishes

Important:

Springs, joints, and moving parts naturally wear over time and are not considered manufacturing defects.

6. Care & Maintenance Responsibility

Bushsteel tools are made from high-quality steel, which requires proper care.

To maintain your tool:

- Clean regularly

- Dry thoroughly after exposure to moisture
- Rinse after saltwater use
- Apply light oil periodically

Failure to maintain the product may result in damage not covered under warranty.

7. Warranty Claims Procedure

To submit a claim, email: sales@bushsteel with:

- Proof of purchase
- Description of the issue
- Clear photos of the defect

Bushsteel reserves the right to:

- Inspect the product before approval
 - Request return of the product for assessment
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8. Returns & Shipping

If a return is required:

- Return instructions will be provided
 - Shipping costs may be for the customer's account unless otherwise required by the Consumer Protection Act
 - All products will be inspected upon receipt
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9. Dealer & Bulk Purchases

For dealer and bulk purchases:

- The Bushsteel warranty applies to the dealer or bulk purchaser
- End customers must return products to the original seller
- Dealers are responsible for submitting warranty claims to Bushsteel

Bushsteel will support its dealer network by processing valid claims efficiently.

10. Limitation of Liability

To the extent permitted by South African law:

Bushsteel's liability is limited to:

- Repair, or
- Replacement of the product

Bushsteel is not liable for:

- Indirect or consequential damages
 - Loss resulting from misuse or improper handling
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11. Consumer Protection Act

Nothing in this policy limits your rights under the Consumer Protection Act, 2008 (CPA).

Where applicable, the CPA will always take precedence.

12. Policy Updates

Bushsteel reserves the right to update this policy.

The version applicable at the time of purchase will apply.