

Warranty Claim Process



Facom's guarantee is fully part of the brand's commitment to its clients. It ensures total satisfaction with Facom products.

Faulty Items

Lamberts take pride in delivering our customers the best possible service, therefore, if your Facom product has been purchased from us and falls within Facom's fault criteria then we will process a claim on your behalf. Alternatively you can contact Facom directly. Email: Andrew.fisk@sbdinc.com

Where a customer wishes to appeal against any decision made, they can do so by contacting Steve Young (UK Quality & Service Manager) by email, steve.young@sbdinc.com or in writing to Stanley Black & Decker, 210 Bath Road, Slough, SL1 3YD

99% PRODUCTS RETURNED UNDER WARRANTY ARE EXCHANGED OR REPAIRED



Warranty Terms and Conditions

Facom reserve the right to inspect all tools being claimed under warranty. Where products come with limited warranty periods, Stanley Black and Decker reserve the right to request proof of purchase to ensure that the product in question falls within the warranty period.

*Tools without apparent fault will not be covered. This includes worn out but still functional, rusty, burnt, abused, modified, transformed, ground, welded tools, tools used for other purposes other than normal use and tools destroyed by neglect or intentionally.