

## **DEWALT European Power Tool (PT) Guarantee Terms and Conditions**

DEWALT is confident of the quality of its Power Tools and offers an outstanding guarantee for users of the product. This guarantee statement is in addition to and in no way prejudices your contractual rights as a professional user or your statutory rights as a private non-professional user. The guarantee is valid within the territories of the Member States of the European Union and the European Free Trade Area.

### **1. ONE YEAR DEWALT European PT Guarantee**

If your DEWALT Power Tool becomes defective due to faulty materials or workmanship within 12 months from the date of purchase, DEWALT may, subject to the Guarantee conditions stated in sections 2 to 4 below, replace all defective parts free of charge or, at our discretion, replace the unit free of charge:

### **2. General conditions**

2.1 The DEWALT European PT Guarantee is available to the original DEWALT product user who has purchased the DEWALT products from an authorised DEWALT European reseller for use in the course of their trade or profession. The DEWALT European PT Guarantee is not available to persons purchasing DEWALT product for the purpose of resale or Hire.

2.2 This guarantee is not transferrable. It is only available to the original DEWALT product user who has purchased the product as identified in 2.1 above.

2.3 The Guarantee is applicable to DEWALT Professional Power tools unless specifically excluded

2.3 A product repair or replacement under this guarantee does not extend or renew the guarantee period. The guarantee period

starts from the original purchase date and ends 12 months later.

2.4 DEWALT reserves the right to refuse any claim under this guarantee which in the opinion of the authorised repair agent is not due to material or manufacturing defect or in accordance with the stated DEWALT European PT Guarantee terms and conditions.

2.5 Freight and transportation costs between the DEWALT product user and the place of purchase or between the DEWALT product user and a DEWALT Authorised Service Centre are not covered by the DEWALT Guarantee.

### **3. Product Excluded from the DEWALT European PT Guarantee**

Products excluded from the DEWALT PT guarantee include.

3.1 Products that are not manufactured to a DEWALT European specification and imported from a non-authorised reseller from locations outside the Member States of the European Union and European Free trade area.

3.2 Accessories in contact with the work piece deemed to be consumable items, e.g. drill bits, saw blades, abrasive discs.

3.3 Products used for series production applications, supplied to hire companies, under service agreements or Business to Business contracts are excluded and are subject to the specific guarantee terms specified in the supply contract.

3.4 DEWALT Branded Product supplied by partners that are subject to product specific guarantee or Warranty terms. See documentation supplied with the product.

3.5 A product supplied as part of a kit that is submitted for a guarantee repair where the manufacturing date code of that product is not consistent with other products in the kit and/or the date of purchase.

3.6. Manual hand tools, clothing, Personal Protective Equipment

3.7 Products used in Production or high use applications or processes unless supported by a DEWALT service plan.

#### 4. Guarantee Claim Exclusions

Claims under this guarantee may be refused where:

4.1 It cannot be reasonably demonstrated to the authorised DEWALT Service Agent that the product failure is due to material or manufacturing defect.

4.2 The failure or damage is due to wear & tear incurred on the product during the course of normal use. See item 4.14. *All products are subject to wear and tear during use. Correct product selection is important.*

4.3 The product date code and serial number cannot be verified.

4.4 The original proof of purchase is not produced when the tool is presented for repair.

4.5 Damage caused by product misuse including drops, accidents or operations non-compliant with the operating instructions.

4.6 Damage caused by the use of non-approved DEWALT accessories or attachments or consumables not specified by the instruction manual.

4.7 Any product where a modification to the original product has occurred.

4.8 Any product where actual or attempted repair work on the product has been carried out by anyone other than a DEWALT authorised service technician, or where a repairer has used non-genuine DEWALT parts.

4.9 Product overload or continued use after partial failure

4.10 Use in abnormal environments including ingress of fluids and materials

4.11 Lack of maintenance or servicing to replace parts subject to wear and tear.

4.12 The product is returned incomplete or fitted with non-original components

4.13 The product defect is due to an alignment, adjustment or assembly activity to be undertaken by the operator that is described in the operating instructions. *All products are inspected and checked during manufacture. Any product damage or misalignment identified on delivery must be communicated immediately to the seller.*

4.14 Failure or damage due to wear & tear of a component incurred during the course of normal use. Wear and tear components include, but are not limited to the following examples

#### Common Components

- Carbon Brushes
- Enclosures
- Flanges
- Seals
- Lubricants, grease
- Cord sets
- Chucks
- Blade Holders
- O-Rings

#### Product Specific components

- Service Kits

#### Fastening tools

- O-Rings
- Springs
- Driver Blades
- Bumpers

#### Hammers

- Beat Piece-Ram
- Tool holder
- Cylinders
- Ratchets

#### Impact Tools

- Anvil
- Impactor
- Bit Holder

#### 5. Making a Guarantee Claim

5.1 To make a guarantee claim contact your seller or check the location of your nearest DEWALT authorised DEWALT repair agent at [www.2helpU.com](http://www.2helpU.com).

5.2 The DEWALT Tool must be returned to the seller or an authorised DEWALT repair agent with all parts complete and with the original proof of purchase.

local DEWALT seller, authorised repair agent or local DEWALT office

5.3 The DEWALT authorised repair agent will inspect the product and confirm whether the claim for repair under the guarantee is valid or not.

5.4 Where the guarantee repair activity identifies worn components, the repair agent may provide a quotation for the repair or replacement of worn components.

5.5 Failure to ensure products are maintained correctly may invalidate future claims.

5.6 When the repair is complete, the product will be returned to the location where it was submitted for repair under this guarantee

## **6. Invalid guarantee claims**

6.1 DEWALT reserves the right to refuse any claim under this guarantee which, in the opinion of the authorised repair agent is not in accordance with the stated DEWALT European Guarantee terms and conditions.

6.2 Where a guarantee claim is refused by an Authorised DEWALT Service Agent, the reason for refusal will be communicated together with an estimate for the tool repair. Where a guarantee claim is refused a charge may be made for the re-assembly and return of the defective product.

## **7. Changes to Terms and Conditions**

7.1 DEWALT reserves the right to review and amend its guarantee policies, periods and product eligibility without notice as DEWALT considers appropriate.

7.2 Current Guarantee Terms and Conditions are available from [www.2helpU.com](http://www.2helpU.com). Or contact your