

WARRANTY POLICY

Products marketed by TOTAL TOOLS MAROC under the TOTAL TOOLS brand benefit from a limited warranty of 12 months from the date shown on the invoice or purchase receipt.

During the warranty period, TOTAL TOOLS MAROC undertakes to repair or replace, at its sole discretion, any part presenting a manufacturing defect or material flaw.

● **THE WARRANTY COVERS**

- Manufacturing defects.
- Original assembly defects.
- Malfunctions occurring during normal use of the product in accordance with the manufacturer's recommendations.

● **THE WARRANTY DOES NOT COVER**

- Accessories, consumables, and wear parts.
- Blades, discs, drill bits, bits, batteries, chargers, filters, belts, carbon brushes, seals, bearings, and other components subject to normal wear.
- Damage resulting from improper use, negligence, or overloading of the device.
- Damage caused by impacts, drops, water ingress, fire, or natural disasters.
- Deterioration due to non-compliant power supply or power surges.
- Normal wear and tear associated with product use.
- Interventions carried out by unauthorized persons or workshops.
- Products that have been disassembled, modified, or repaired without the authorization of the TOTAL TOOLS MAROC after-sales service.
- Defects resulting from lack of maintenance or unsuitable maintenance.

● **CONDITIONS FOR WARRANTY COVERAGE**

- Presentation of the purchase invoice is mandatory.
- The product must be returned complete for diagnostic purposes.
- The after-sales service reserves the right to verify compliance with usage conditions before accepting any claim under warranty.
- Transport costs for returning the product to the after-sales service center are the responsibility of the customer.

● **ADDITIONAL EXCLUSIONS**

- Illegible or removed serial number.
- Modification of the product or use incompatible with its intended purpose.
- The warranty is automatically void in the following cases:
 1. The product must be returned complete for diagnostic purposes.

2. The after-sales service reserves the right to verify compliance with usage conditions before accepting any claim under warranty.

- **AFTER-SALES SERVICE**

16, rue Zoubir, at the intersection of alley 16, Al-Wulfa district

For any request for information, advice, or to lodge a complaint, our after-sales service team is at your disposal.

07 66 73 21 82

Thank you for your trust.