

OUR WARRANTY / SERVICE POLICY

We offer 6 months warranty of all our products, from the date of sale. Our customers can avail free service during the warranty period for those faults resulting from manufacturing defects. At the same time preventive maintenance of the power tool (cleaning, flushing and relubrication change) during the warranty period is a paid service.

The warranty does not cover:

- interchangeable accessories (accessories and equipment), for example: discs, knives, drills, chucks, soles of grinders and belt machines, filters, etc.
- wearing parts such as: carbon brushes, drive belts, oil seals, protective guards, idler rollers, rubber seals, bearings, toothed belts and wheels, barrels, etc. Replacing them during the warranty period is a paid service.
- power cords, in case of damage to the insulation, must be replaced without the consent of the owner (paid service).
- replacement of the power tool case.

Warranty repair is not carried out in the following cases:

- The tool is used for purposes other than what are specified in the operating instructions.
- failure due to overload (simultaneous failure of the armature and stator windings or both stator windings - is detected only during diagnostics at the service center).
- mechanical damage to the power tool.
- the occurrence of deficiencies due to the actions of third parties, force majeure, natural disasters, adverse weather conditions and / or external influences of aggressive environments and high temperatures.
- normal wear of the tool: full or partial depletion of the resource, strong internal or external contamination, rust, used lubricant in the gearbox (see the chapter "Safety instructions" in the user manuals).
- damage to the tool due to power surges.
- damage to the product due to non-compliance with the storage and transport regulations (see chapter "Safety instructions").
- after attempts to open, repair, make structural changes and lubricate the power tool during the warranty period, as evidenced, for example, by creases on the spline parts of the body parts fasteners.
- breakdowns associated with lack of maintenance of the power tool.
- partially or completely disassembled power tool.

Customers are supposed to entrust the right to diagnose the tools to a service center in his absence. Potential violations of the above warranty conditions will be reported to the owner after the tool has been diagnosed at a service center.

