


WARRANTY CLAIM FORM

BRAND / MANUFACTURER		Tool Name / Model Number*	
 EIBENSTOCK Elektrowerkzeuge			
Serial Number*		Date Purchased (please provide proof of purchase - Tax Invoice)*	
Problem with tool			
Customer Details			
Trading Name		Contact Name*	
Contact Phone Number*		Email Address*	
Delivery (Return) Address*			
Eibenstock Warranty Agreement			
<p>Eibenstock Power Tools (Australia)</p> <p>Toolfix Fasteners (The Trustee for The Toolfix Rivets Family Trust) warrants that all Eibenstock tools supplied by it and purchased by you from a Authorised Eibenstock Retailer throughout Australia are free from defects.</p> <p>Warranty Period Eibenstock Tools sold in Australia are covered by one year warranty.</p> <p>Warranty Claim If you consider that any Eibenstock tool is defective, you can lodge a claim under this warranty and any apparent fault will be rectified free of charge by Toolfix Fasteners within Warranty Period.</p> <p>Warranty Period is effective from the date of purchase provided you meet the following conditions:</p> <ol style="list-style-type: none">1. You must produce the original tax invoice or other proof of purchase document disclosing the purchase date2. The product has not been misused, adjusted or serviced by any person other than Toolfix.3. All costs of cartage, freight, travelling expenses, installation, hiring tools and insurance are paid by the customer4. There will be an assessment fee charged if; no fault found or the tool is deem ineligible for warranty repair (please refer to below Warranty Exclusions list). <p>Warranty Exclusions This Warranty does not cover damage by:</p> <ol style="list-style-type: none">i. Misusing, abusing or overloading the Eibenstock tool.ii. Operating the product in a manner that is not in accordance with the Eibenstock User Manual that is supplied with the tool.iii. Tampering or mechanical adjustments inconsistent with User Manualiv. Causing a double burnout - field and armature burnoutv. Damaged caused by liquids (chemicals and corrosive substances, such as bore water) and/or contact with sand, rust, corrosion, fire or insects.vi. Incorrect batteries, chargers, accessories or any unauthorized, non-genuine or non-standard parts.vii. Accidental damage or damage caused by force majeure events.viii. Serial number has been altered or removedix. Using incorrect voltage or non-authorized electrical connections with the toolx. Failing to clean the product in accordance with Care and Maintenance instructions provided in the User Manual.xi. Not carrying out periodic maintenance, as set out in the User Manualxii. Operating or using the tool with any evidence of partial failure of product or damage being present.xiii. Not having taken reasonable steps to prevent the damage or failure from occurring to the toolxiv. Exposing the tool to detrimental environmental conditions such as rain water, extreme heat or cold, and ultraviolet (UV) radiation. <p>In addition to the above, this Warranty does not cover Eibenstock products purchased;</p> <ul style="list-style-type: none">• Outside of Australia• From a non-authorized retailer and/or international seller• Online shopping sites, such as Ebay and Amazon• Auction or private seller <p>*I have read and agree to the above warranty service / repair agreement</p> <p>Date: _____* Signature: _____* Date: _____*</p>			