

# Evolution Warranty Repair Processing

## NI - 6 Counties Process

Evolution Power Tools have an online warranty claim process which must be followed in order for the machine to be picked up and repaired by Evolution Power Tools. This follows the standard UK based system.

- 1) In order to have a Warranty Repair carried out the end user or the retail shop where purchased must fill in the online form at the following link.

<https://www.evolutionpowertools.com/uk/repairs/>

- 2) You must provide proof of delivery / purchase before any work can be carried out on your machine. Without this proof, any work carried out will be chargeable. Other information that will be needed includes Product Model / Number, Serial Number, Description of the nature of the fault and a picture of the faulty machine.
- 3) Evolution Power Tools will then assess the claim and will in turn be in touch with the end user regarding collection.
- 4) Evolution Power Tools will repair the item and return it to the end user or to the retailer's premises.

### Summary of Cover:

- All Evolution single circular blade saws and magnetic drills are covered with 3 years limited warranty. All other Evolution Power Tools are covered with 2 years limited warranty.
- (This warranty does not cover blades & accessories).
- Please keep your proof of purchase / Invoice.
- The warranty becomes effective at the date of purchase (or the date of delivery if this is later).
- All work will be carried out by Evolution Power Tools.
- Any parts which are replaced will become the property of Evolution Power Tools.
- The repair or replacement of your machine under warranty will not extend the period of warranty.
- Evolution Power Tools reserves the right to optionally repair or replace it with the same or equivalent item.
- This warranty statement provides benefits which are additional to and do not affect your statutory rights as a consumer.

## **Returning Your Product under Warranty**

- The product **MUST** be returned either in the original packaging or in a suitable sized box packed correctly and safe for return.
- The product returned **MUST** include all items supplied, including blade & accessories.
- A returned product without the Evolution Power Tool blade(s) will be deemed to have had an incorrect blade fitted and using the product incorrectly, therefore the warranty becomes void. If you no longer have the original Evolution Power Tool blade supplied with the machine, then the new Evolution Power Tool blade must be included instead.
- Evolution Power Tools will handle the fault if the product is under warranty and is found to be defective in materials or workmanship.
- If the product is found to be void of warranty, Evolution Power Tools will contact you to discuss your options.

### **What is covered.**

- The repair or replacement of your machine is at the discretion of Evolution Power Tools, if your machine is found to be defective due to faulty materials, workmanship or function within the warranty period (if any part is no longer available or out of manufacture, Evolution Power Tools will replace it with a functional replacement part).

### **What is not covered.**

Evolution Power Tools will not warrant the repair or replacement of a product as a result of:

- Normal wear and tear (eg. Fuse, Fluids / Lubricants, Blades, Consumable, etc.)
- Accidental damage, faults caused by negligent use or care, misuse, neglect, careless operation or handling of the machine which is not in use with Evolution's Power Tools user guide.
- Lack of servicing.
- Use of parts not assembled or installed in accordance with the instructions of Evolution Power Tools.
- Use of parts and accessories (including blades) which are not Evolution Power Tools Genuine Components.
- Faulty installation (except installation by Evolution Power Tools).
- Repairs or alterations carried out by parties other than Evolution Power Tools.

No officer, employee or agent of Evolution Power Tools is authorized to make oral representations of fitness or to waive any of the foregoing terms of sale and none shall be binding on Evolution Power Tools. Questions relating to this limited warranty should be directed to the company's head office, or call the appropriate Helpline number.

Changes to warranty periods only apply to products manufactured from January 2015.

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