

# Evolution Warranty Repair Processing ROI - 26 Counties Process

Evolution Power Tools have the following warranty claim process which must be followed in order for the machine to be picked up and repaired. Frank Clark Limited are the official Service Agent appointed by Evolution Power Tools for the processing of Warranty Repair work. However, in order to process a claim for warranty the Retailer or their end user customer must follow the following procedures.

- 1) In order to have a Warranty Repair carried out the end user or the retail shop where purchased must fill in the Evolution Warranty Return Form (see below) and e-mail it to.

**[export@evolutionpowertools.com](mailto:export@evolutionpowertools.com)**

- 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) Frank Clark Limited will then be contacted by Evolution Power Tools who in turn will arrange to have the machine uplifted directly from the end user or from the retailer's premises.
- 4) Frank Clark Limited will repair the item and return it to the end user or to the retailer's premises.



## Warranty Returns Form

Please fill in and return to [export@evolutionpowertools.com](mailto:export@evolutionpowertools.com) or Fax 0844 848 1491

\*\*\*Items will need to be packaged for collection. If collection fails due to items not being packaged correctly no further collection attempts will be offered. Items will then need to be returned by yourselves at your own cost. Someone must be present for the collection, as a signature is required\*\*\*

|   |  |
|---|--|
| Purchase date and<br>Retailer purchased from<br>(Proof of purchase<br>required via email) |  |
| Model of machine:<br>Serial Number:<br>(generally, on motor<br>housing label)             |  |
| Reason for return/<br>Description of the Fault  |  |
| Collection Address<br><br>(Southern Ireland<br>addresses Only)                            |  |
| Name:<br>Address:<br>Contact Telephone/email<br>address<br>(mobile preferable)            |  |

**Before returning this form please confirm you have:**

- Included a copy of your proof of purchase
- Included your blade with your machine
- Boxed your machine for collection
- Checked your carbon brushes if your fault is related to low/no power to your unit

### **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 a 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 Tool or its Authorised Service Agent 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 Tool or its Authorised Service Agent will contact you to discuss your options.

### **What is covered.**

- The repair or replacement of your machine is at the discretion of Evolution Power Tool or its Authorised Service Agent, 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 Tool or its Authorised Service Agent will replace it with a functional replacement part).

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

Evolution Power Tool or its Authorised Service Agent does 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 user guide.
- Lack of servicing.
- Use of parts not assembled or installed in accordance with the instructions of Evolution.
- Use of parts and accessories (including blades) which are not Evolution Genuine Components.
- Faulty installation (except installation by Evolution Power Tool or its Authorised Service Agent).
- Repairs or alterations carried out by parties other than Evolution Power Tool or its Authorised Service Agent.

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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