

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			
Eibenstock Power Tools (Australia)			
Eibenstock Power Tools & Accessories are manufactured to the highest quality standards and are thoroughly inspected and tested before leaving the manufacturing facility.			
Toolfix Fasteners (The Trustee for The Toolfix Rivets Family Trust) warrants that all New Eibenstock tools and accessories purchased from a Authorised Eibenstock Retailer throughout Australia are free from defects.			
Warranty Period			
Eibenstock Tools sold in Australia are covered by one year warranty.			
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.			
Warranty Period is effective from the date of purchase provided you meet the following conditions:			
1. You must produce the original tax invoice or other proof of purchase document disclosing the purchase date 2. 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 customer 4. 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).			
Warranty Exclusions			
This Warranty does not cover damage by:			
i. ii. iii. iv. v. vi. vii. viii. ix. x. xi. xii. xiii. xiv. xv. Misusing, abusing or overloading the Eibenstock tool. Operating the product in a manner that is not in accordance with the Eibenstock User Manual that is supplied with the tool. Tampering or mechanical adjustments inconsistent with User Manual Any modification to the power lead or power plug Causing a double burnout - field and armature burnout Damaged caused by liquids (chemicals and corrosive substances, such as bore water) and/or contact with sand, rust, corrosion, fire or insects. Incorrect batteries, chargers, accessories or any unauthorized, non-genuine or non-standard parts. Accidental damage or damage caused by force majeure events. Serial number has been altered or removed Using incorrect voltage or non-authorised electrical connections with the tool Failing to clean the product in accordance with Care and Maintenance instructions provided in the User Manual. Not carrying out periodic maintenance, as set out in the User Manual Operating or using the tool with any evidence of partial failure of product or damage being present. Not having taken reasonable steps to prevent the damage or failure from occurring to the tool Exposing the tool to detrimental environmental conditions such as rain water, extreme heat or cold, and ultraviolet (UV) radiation.			
In addition to the above, this Warranty does not apply to Eibenstock products that are:			
• From a non-authorised retailer and/or international seller • Exported from Australia to another country or territory. If an Australian Eibenstock retailer sells a tool to a customer intending to use it outside Australia, Toolfix has no obligation to provide warranty coverage for that tool or product. • Bought through online marketplaces such as eBay or Amazon • Acquired via auctions or private sellers.			
*I have read and agree to the above warranty service / repair agreement			
Name: _____		Signature: _____	
		Date: _____	