

WARRANTY CLAIM FORM

BRAND / MANUFACTURER	Tool Name / Model Number*
	
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*	
Steinel Warranty Agreement	
Steinel Thermal Tools (Australia) Toolfix Fasteners (The Trustee for The Toolfix Rivets Family Trust) warrants that all Steinel Thermal tools supplied by it and purchased by you from a Authorised Steinel Retailer throughout Australia are free from defects. Warranty Period Steinel Thermal tools sold in Australia are covered by one year warranty. Warranty Claim If you consider that any Steinel 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: - You must produce the original tax invoice or other proof of purchase document disclosing the purchase date - The product has not been misused, adjusted or serviced by any person other than Toolfix. - All costs of cartage, freight, travelling expenses, installation, hiring tools and insurance are paid by the customer - 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: - Misusing, abusing or overloading the Steinel tool. - Operating the product in a manner that is not in accordance with the Steinel User Manual that is supplied with the tool. - Tampering or mechanical adjustments inconsistent with User Manual - 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-authorized 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 cover Steinel products purchased; - Outside of Australia - From a non-authorized retailer and/or international seller - Online shopping sites, such as Ebay and Amazon - Auction or private seller *I have read and agree to the above warranty service / repair agreement Name: _____* Signature: _____* Date: _____*	