

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*			
Apex Warranty Agreement			
Apex Rivet & Rivet Nut Tools (Australia)			
Toolfix Fasteners (The Trustee for The Toolfix Rivets Family Trust) warrants that all Apex tools supplied by it and purchased by you from a Authorised Apex Retailer throughout Australia are free from defects.			
Warranty Period Apex Tools sold in Australia are covered by one year warranty.			
Warranty Claim If you consider that any Apex 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			
1. This Warranty does not cover damage by: i. Misusing, abusing or overloading the Apex tool. ii. Operating the product in a manner that is not in accordance with the Apex User Manual that is supplied with the tool. iii. Tampering or mechanical adjustments inconsistent with User Manual iv. Causing a double burnout - field and armature burnout v. 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 removed ix. Using incorrect voltage or non-authorized electrical connections with the tool x. 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 Manual xii. 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 tool xiv. Exposing the tool to detrimental environmental conditions such as rain water, extreme heat or cold, and ultraviolet (UV) radiation. 2. This warranty does not cover serviceable and common wearing parts, such as the Head and Jaw Assembly. 3. In addition to the above, this Warranty does not cover Apex 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: _____ *	