



## Full Service

### Metabo performance conditions

This 36-month full service offers you complete cost transparency of your registered Metabo product including battery pack and charger for repair and maintenance work. This means that all repairs, whether due to wear or due to a product defect, are carried out by Metabo free of charge for you within the full service period (36 months). Metabowerke GmbH, Metabo-Allee 1 in 72622 Nürtingen (Metabo) offers this full service under consideration of the following regulations.

### 1. Scope

The services defined in this 36-month full service apply to the eligible **Metabo devices** (including Metabo battery pack and Metabo charger). After registration, the end customer is entitled to the claim to the fulfilment of the services mentioned here directly against Metabowerke GmbH. To register the device, the end customer must purchase a **Full Service Code card** with the appropriate Full Service price group for the device.

### 2. Service period

The end customer can make use of the full service described herein up to 36 months after the date of sale (start of the service period according to invoice) of the Metabo machine to the end customer. However, this requires the Metabo device to be registered on the Internet at [www.metabo-service.com](http://www.metabo-service.com) within 4 weeks of the invoice date.

### 3. Prerequisites for participation and registration

When purchasing a new machine, the end user also purchases a Full Service registration code from the dealer, which must be used for Full Service registration.

The registration can only be made on the Internet at [www.metabo-service.com](http://www.metabo-service.com).

A valid registration only exists if the online form is filled out completely and correctly. The buyer will receive a Full Service Certificate by email or can print it out directly. This confirmation always refers to the registered Metabo product. A registration is only possible if the buyer agrees to the storage of his data to be entered there. Metabo guarantees the use of personal data in compliance with the provisions of the BDSG. If no further consent has been given to Metabo during registration, the personal data will only be used to process the services from the Full Service Promise and to send postal advertising.

The consent for the use of the data can be revoked at any time under [serviceportal@metabo.de](mailto:serviceportal@metabo.de) or in writing to Metabo (UK) Ltd., 25 Majestic Road, Nursling Industrial Estate, SO16 OYT Southampton.

Further information on data protection and the use of your data can be found at <https://www.metabo.com/uk/en/info/general/data-privacy/>.

Registration is only possible once per Metabo device.

## 4. Full Service Services

### 4.1 Free repair

4.1.1 During the service period under Item 2, Metabo will repair the registered Metabo devices (including batteries and chargers) free of charge in the event of a malfunction/reason specified under Item 5.1. This does not apply to accessories and product packaging, e.g. suitcases, etc.

**When asserting a service from the Full Service Commitment, the Full Service Confirmation or the registration printout must be attached to the original sales receipt with the date of sale.**

4.1.2 Metabo can replace the device with a new one of the same value instead of a repair. This device will then replace the defect during the remaining full service period. However, statutory warranty rights are not affected by this.

4.1.3 Authorized devices are picked up at a desired location with a postal address determined by street and house number and delivered there again after the repair. Within the country in which the authorized person purchased the device, he can have the device delivered to another postal address determined by street, house number and unique name assignment, if this is clearly indicated in the pick-up request.

4.1.4 Metabo is not obliged to repair free of charge if the serial number on the type plate is no longer legible. This does not apply if the buyer or the dealer can prove in any other way that it is a legitimate device.

### 4.2 Anti-theft protection

If an authorized device is stolen, a machine of the same type (basic device, no sets) can be purchased from the Metabo dealer for an advantageous price.

- The replacement unit can take over the remaining time of the full service contract. For this purpose, the dealer must report the proof of registration of the stolen device to Metabo together with the notification.
- In order to maintain the full service contract, the new serial number must be subsequently reported to Metabo.
- To make use of the theft protection, the theft must be reported immediately to the police. The notification with the proof of registration must be submitted within 5 working days after the theft of Metabo.
- After successful testing, the new device is delivered to the dealer against payment of the purchase price.

## 5. Full Service Conditions

### 5.1 A full service case exists

- if the delivered device is demonstrably not free from material and manufacturing defects

- if wearing parts (such as carbon brushes, ball bearings, rubber sleeves, sealing rings, switches, battery packs) are demonstrably damaged by natural wear during proper use of the device.

#### 5.2 **No** full service case exists

- in case of damage to consumables
- if the connection, installation, commissioning, operation, use and maintenance of the devices deviate from the operating instructions and other documents of the individual devices
- improper use, in particular violence (fall, impact)
- defects caused by the use of accessories or spare parts that are not original parts
- in the case of equipment for which modifications or additions have been made, in particular disassembled equipment
- In case of continuous heavy wear and tear, especially in industrial continuous operation or in case of continuous above-average use of the device. A Metabo Individual Service contract can be offered to these customer groups after consultation.
- in case of force majeure as well as water, fire, lightning strike
- if more than three complaints or requests from Full Service for similar defects have been registered for a particular product

5.3 Full service performances are also excluded, if the formal requirements specified herein are not kept by the entitled person.

5.4 If there is no Full Service Guarantee or no repair claim according to these regulations, Metabo can return the device unrepaired to the sender address against reimbursement of costs.

## 6. Registration for repair

The full service contract includes the free collection and delivery of the defective device as well as the repair of wearing parts.

A repair case can be reported via

- an e-mail to [servicesystem@metabo.de](mailto:servicesystem@metabo.de)
- the free Hotline from 8.00 - 17.00 o'clock:  
+49 (0) 7022 723220

Data required for registration

- Contact data of the customer and if necessary deviating delivery address
- Instrument data (serial number, instrument designation)
- Invoice and Full Service Certificate (please send with device)

## 7. Collection and return of goods

### 7.1 Collection

7.1.1 The devices will be collected by a transport company commissioned by Metabo. If the repair is ordered by 3 p.m. on weekdays, the device will usually be picked up the next day.

7.1.2 Authorized devices must be individually packed, not dismantled and kept ready for collection.

7.1.3 The collection address must be a postal address determined by street, house number and unique name assignment.

## 7.2 Return

- 7.2.1 The devices will be returned by a transport company commissioned by Metabo to the address given by the customer in the repair order.
- 7.2.2 The delivery address must be a postal address determined by street, house number and unique name assignment.
- 7.2.3 The provisions of Section 4.1.3 shall apply.

## 8. Shipping risks

Metabo bears the shipping risks for outward and return transport

## 9. Supplementary regulations

- 9.1 The Full Service benefits apply to the country in which the authorized device was purchased.
- 9.2 The full service services mentioned here apply in addition to the other rights of the entitled end customer. Irrespective of the full service, the customer has the legal rights of the buyer, in particular warranty rights or product liability.
- 9.3 The entitled end customer is not entitled to exercise his rights arising from this benefit promise to a third party.