



36 months All-In Service

Metabo terms and conditions for services

1. Area of application

The services which are defined by the specification of services are valid for the eligible **Metabo cordless tools**, which have been purchased by one of the authorized **LIHD-partners**.

2. Service periods

The end-user can make use of the All-In Service benefits for 36 months after the sell-by date to the end-user / customer, starting with the online registration on www.metabo-service.com.

3. Registration

Is a purchased tool registered within 4 weeks, Metabo is granting the All-In Service for 36 months, starting by the sell-by date to the end-user / customer. The registration is only possible online on www.metabo-service.com. To get a valid registration, the online form must be filled completely and correctly. Afterwards, the buyer receives an All-In Service certificate via e-mail or can print it directly. The confirmation is always connected to a tool. The registration is only possible, if the buyer agrees to save the mentioned data.

4. All-In Service benefits

4.1 Metabo is repairing the eligible tools (including batteries and chargers) during the service period free of charge. This is not valid for accessories and packaging.

By the enforcement of an All-In Service claim, the All-In Service confirmation resp. the registration printout must be closed to the original sales receipt (with the sales date).

4.2 Instead of repairing, Metabo can replace the tool with a new one. This tool substitutes the damaged one during the remaining All-In Service period.

4.3 Eligible tools will be picked up at the LI-HD partner's address. After the repair, the tools will be returned to this address as well.

4.4 Metabo is not obligated to do the repair free of charge, if the manufacturer's serial number on the label is not legible anymore. This is not valid, if the buyer or the dealer is able to prove on any other way that the tool is an eligible one.

4.5 **Warranty und All-In Service-requirements**

4.5.1 It **exists** a warranty case / All-In Service case:

- if the delivered tool isn't provably free from material or production defects
- if wearing parts (like carbon brushes, axle bearing, rubber cuff, gaskets, switches, batteries) are provably damaged by a fair wear and tear due to a proper use of the tool

4.5.2 It **doesn't exist** a warranty case / All-In Service case:

- if the consumable material is damaged
- if the process of the connection, installation, initial operation, operation, use or maintenance of the tools is not executed like the operation manual or other documents of the certain tools are setting
- if there is an inappropriate use of the tools, especially violence (fall, hit)
- if there are deficiencies due to the use of non-original accessories or spare parts
- for tools with modifications or additions compared to the original one, especially for tools which has been dismantled
- if the tools are used with a continuously high attrition, especially in industrial long-term usage or by long-term occupation of the tool with above-average demands For these customer groups, Metabo can offer fleet management or industry contract
- If there is an act of nature as well as due to water, fire or thunderbolt
- If there are registered more than three complaints or requests for the All-In Service for common deficiencies on one product

4.6 If there is no All-In Service contract resp. claim to repair, Metabo can return the unrepaired tool to sender with refund of expenses

5. **Registration for repair**

5.1 A repair can be entered by an e-mail to: enquiries@metabo.co.uk or on weekdays from Monday till Friday by the main line: 02380 732000.

5.2 For the registration, there are the following information needed:

- company /pick-up address, as well as the divergent shipping address for the repaired tool if necessary
- warranty/All-In Service repair

6. Collection, time of repair and returning

- 5.1 The tools will be collected by an assigned company of Metabo. If the repair is registered till 15 o'clock on weekdays, the tool will be usually collected on the following day.
- 5.2 Eligible tools must be ready for collection individually wrapped, not fragmented and complete.
- 5.3 After the All-in Service, the tools will be returned by a shipping company to the LI-HD partner's address, which was mentioned by the registration of the All-In Service.