



Terms & Conditions

1. Proof of purchase (with invoice copy of the tax receipt detailing the product name and date of the purchase. The product purchased & the place of purchase) from an authorized BILTUFF TOOL reseller is required for all warranty claims.
2. Warranty Card must be filled with your company stamped and date of purchase and signed by reseller, which is very important with the detail and tracking number. If warranty card is not presented, customer will not be liable to get any claim.
3. Power tool's Carbon brush & Armature are not cover under warrantee.
4. The warranty period is not extended if for some reason the product replaced, or once maintenance have been done. otherwise, the charges will be applied.
5. The warranty will not cover the cost of labor. Only it will cover if the tool fails in performing for purpose it made, manufacturing or material defect in the product.
6. If the tool has been used with consumer negligence, misuse, abuse, or modification etc. warrantee will not be applicable.
7. Customers need to return to the company's Repair & Maintenance department. They need to assess whether the fault is major or minor fault and will either arrange for the product to be repaired or replace. Some manufactures require us to send the items to them for assessment before we can give you replacement or provide you any appropriate decision.