



BILTUFF TOOLS

Product Warranty

BILTUFF tools (Specific Hand tools, Mechanical tools, Garden tools) guarantee that these tools will be free from defects in the materials and **workmanship** for the expected life of the tool under normal use, except for damage caused by misuse, abuse, neglect, accidents, modification, or improper maintenance of the tool. If a defect in material or workmanship becomes evident during that period, Company will, at its option, either * repair the product * replace the product * refund to the customer the purchase price paid by the customer for the product. In the event of such a defect, the product should be returned to the company through the place of purchase, together with proof of purchase, filled Warrantee card with the necessary information (Which has provided to the customer during his purchase) for repair, replacement or refund, any handling and transportation and other expenses will not be covered under this guarantee. this guaranty gives you specific rights as per BILTUFF Terms & Conditions.

Return Policy

All the returns will be allowed within 7 days from the purchase of the day.

Please do not sign for the delivery of goods that are obviously damaged. Customers need to check the Ordered quantity (in front of respective driver) of the items before receiving. If you are receiving short supplied for any specific product, please count (In front of Driver) mention the note below delivery docket for quantity short received and get the sign of our respective driver. After that company will not be responsible for that.

Faulty Product

Upon any customer complaint for the faulty product the Ressler is responsible for investigate the complaint thoroughly. In case of genuine and major complaint then the products need to return to the Repair & Maintenance department for check-up. they will assess whether the fault is major or minor and arrange for the product to be repair or replace. In certain case we will need to consult with factory and send the items for assessment before we provide any solution or any appropriate decision.

BILTUFF power Tools Warranty

BILTUFF tools are branded Products, it provides 3-month's Limited warranty except **Carbon Brush, Armature** for repair & Maintenance, these

products will be free from manufacturing defects in materials and workmanship. The warranty will be applied only “right tool use for the right job with right manners” and meets below criteria. It will not cover any damage caused by misuse, abuse, neglect, accidents, modification, or improper maintenance of the tool.

Terms & Conditions (For launched the complaint)

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.