

Warranty T&C

Total Tools NZ Warranty Policy

Compliance and Coverage:

Total Tools NZ's product warranties are crafted with New Zealand consumers in mind, ensuring compliance with the Consumer Guarantees Act 1993. This guarantees that customers receive products that are of satisfactory quality and match the provided descriptions. Our warranty protects against defects in materials and workmanship, offering part replacements, repair labor, product price refunds, or other forms of compensation throughout the warranty period.

1. Warranty Duration:

- Overall Warranty: Total brand products are backed by a 2-year warranty from the date of purchase, except as specified on individual product pages or warranty documents.

- Product-Specific Warranties:

- Cordless Lithium-Ion Power Tools: 2 years
- Outdoor Garden Equipment: 2 years
- Lithium-Ion Batteries: 1 year
- Vacuum Cleaners: 1 year

2. Warranty Guidelines:

- The warranty remains valid only when using Total brand accessories with Total products. Utilization of non-Total accessories may result in warranty voidance due to compatibility and performance issues.

- Products must be clean and free from hazardous substances like asbestos or silica dust before being submitted for inspection/service. Total Tools NZ reserves the right to refuse service for items deemed unclean or hazardous.

- Should faults or damage occur, cease use of the product immediately and contact Total Tools NZ, providing the tax invoice as proof of purchase.

- During the warranty claim process, Total Tools NZ may request further information, including your name, address, phone number, and email address.

Warranty T&C

3. Warranty Exclusions:

- Normal wear and tear on parts such as bush cutter blades, saw chains, drill bits, hammer drills, abrasive metal cutting discs, saw blades, sanding sheets, carbon brushes, and armatures, which are prone to wear, are not covered. These items may be repaired, and the product is not replaced in such instances. Replacement of these consumable spare parts incurs a charge.
- Damage resulting from accidents, such as dropping a tool from a 1 storey high site, will not be covered under warranty. Such instances can be assessed for repair.
- The warranty does not cover damages from misuse, unauthorized repairs, exposure to extreme conditions, improper maintenance, power issues, or inappropriate accessory use. Modifications, environmental damage exposure, tampering, or manufacturer's reference number removal also void the warranty.
- The warranty does not cover any costs related to the consumer's claim, including freight, insurance, or other shipping costs for the replacement of the product from the manufacturer.
- Upon assessment, if a manufacturing defect or failure is identified, the product will then only be replaced.

Repair Charges:

- Repairs for defects not covered under warranty are subject to charges: \$90 + GST for small and single-hand power tools, \$135 + GST for two-hand power tools, and \$180 + GST for large saw power tools, such as table saws.

Contact and Service:

For warranty claims or service inquiries, please contact Total Tools NZ's customer service team at 0224063668. Provide your product details, proof of purchase, and a description of the issue to ensure prompt and effective assistance.