Robert Bosch (Australia) Pty Ltd (Bosch) Power Tools

Supplementary Repair or Replacement Warranty

Applicable for purchases of specified power tools, garden tools, rotary tools, pneumatic tools and measuring tools after 1 May 2012

All Bosch power tools, garden tools, rotary tools, pneumatic tools and measuring tools are carefully checked, tested and are subject to the stringent quality controls of Bosch Quality Assurance.

Important Note: Consumer Protections

If you have purchased your product from Bosch in Australia, you should be aware that:

This warranty is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

If you have purchased your product from Bosch in New Zealand, you should be aware that:

This warranty is supplemental to any other rights and remedies you have under the Consumer Guarantees Act 1993 NZ, unless your purchase is made for commercial purposes, in which case Bosch excludes all consumer guarantees implied in the Consumer Guarantees Act 1993 NZ in respect of your product.

(Optional Extended Warranty)

The warranty period for Bosch Professional (Blue) Cordless Tools and Pneumatic Nailers (Extended Warranty Products) (details of which are available at http://www.bosch-pt.com.au/papocs-au/Trade&Industry/Tools/AU/en/gw/) may be extended from 12 months to 3 years if registered with Bosch, as follows:

• The Extended Warranty Products must be registered with Bosch within 4 weeks of the date of purchase by the end user.
• This warranty extension is not available for Bosch Professional (Blue) corded tools, measuring tools, high frequency tools, production cordless screwdrivers, air tools, supplied accessories, battery packs, battery chargers and normal wear items and consumables such as jigsaw blades, drill bits etc.

Warranty Conditions

• The warranty period is not renewed or extended as a result of a warranty repair or replacement.
• The warranty is not transferable and is only offered to the original end user of the Product.
• The warranty does not extend to any Products that have been completely or partially disassembled.
• These warranty terms cannot be amended except in writing by an authorised representative of Bosch.
• The warranty only applies to Products purchased by an end user in Australia or New Zealand from Bosch or from a reseller where the Products have been originally sold by Bosch.
• The warranty claim must meet the requirements below in respect to ‘How to Make a Warranty Claim.’
Warranty Exclusions
This warranty will not apply to a defect or fault to the extent to which it arises:

- due to storage, handling or installation of the Products otherwise than in accordance with instructions provided for the Products by Bosch or without reasonable care;
- due to operation or use of the Products otherwise than in accordance with instructions provided for the Products by Bosch or without reasonable care;
- due to accidental damage or to use of the Products for a purpose or in environmental conditions for which the Products were not designed or sold, or use of the products outside the specified or normal operating ranges for such Products (such as commercial / professional use of Green Tools);
- as a result of changes which occur in the condition or operational qualities of the Products due to climate or other environmental influence, foreign material contamination or water entry or as a result of exposure to excessive heat or solvents;
- from normal wear and tear or when replacement or repair of parts would be part of normal maintenance or service of the Products (for example, carbon brushes, o-rings or cords) or where the damage is only to surface coating, varnish or enamel;
- as a result of repairs, alterations or modifications to the Product which have been performed by a third party; or
- from the use of any spare parts not manufactured, sold or approved by Bosch in connection with the repair or replacement of the Product.

Neither will this warranty apply to products where damage has been caused by continued use of the products after it is known they are defective.

Wrong Deliveries and Transit Damage
Wrong deliveries, incorrect or damaged packing and transit damage claims are not warranty claims. Such cases should be directed to Bosch’s Customer Service line in Australia on 1300 307 044 or in New Zealand on 0800 543 353.

How to Make a Warranty Claim
If a Product fails within the warranty period as a result of a manufacturing or material fault or defect, the end user must stop using the Product and store the Product in a safe, dry environment.

The Product must be returned before the end of the Warranty Period (see Deadlines for Submitting Warranty Claims below) to the place of purchase or to a Bosch Silver Service Dealer or other Bosch Authorised Service Dealer together with proof of purchase and documentation detailing facts relevant to the claim. To locate a Bosch Silver Service Dealer or other Bosch Authorised Service Dealer, please call 1300 307 044.

For claims under the Optional Extended Warranty in respect of the Extended Warranty Products, a copy of the warranty confirmation certificate must also be provided with the warranty claim.

Costs of Submitting a Warranty Claim
All proven necessary and reasonably incurred costs or expenses in making valid warranty claims under this manufacturer’s warranty will be paid for by Bosch To enquire how to make a claim for any costs incurred in submitting a warranty claim, please call 1300 307 044 in Australia or 0800 543 353 in New Zealand. Documentary evidence in support of such claim will be required.

Deadlines for Submitting Warranty Claims
Bosch aims to rectify genuine quality problems as a priority. This is generally achieved by investigating why defective products have failed and by introducing immediate corrective action measures to prevent re-occurring warranty failures. It is therefore critical that all warranty claims are promptly submitted to Bosch before the end of the warranty period.

Package Products do not need to be returned with the original packaging to make a warranty claim.

Product Liability and Product Safety
Bosch should be informed immediately about any potential product safety concerns within and outside the warranty period. Bosch is well aware of its product liability and product safety obligations and responsibilities. It is our aim to ensure appropriate product safety standards are met in order to avoid injury, loss and damage caused by defects in any Products.

Privacy
Bosch is required to seek personal information from an end user who seeks to make a claim under this warranty.

Such personal information may be used by Bosch and/or any Authorised Service Dealer (who is authorised to process warranty claims and/or carry out warranty repairs on behalf of Bosch) for the purpose of processing such warranty claim and also for the provision of customer support and further information about Bosch’s products and services (Purpose).

If an end user does not wish to provide Bosch and/or its Authorised Service Dealer with personal information, Bosch may be unable to process the end user’s warranty claim or to provide the end user with additional customer support, services and information.

Bosch is committed to protecting the privacy of personal information and will act in compliance with applicable privacy laws, including the National Privacy Principles under the Australian Privacy Act 1988 (Cth) (as amended) and New Zealand’s Information Privacy Principles described in the Privacy Act 1993 (NZ).

Bosch takes security measures in order to protect any personal information collected in the warranty claim process against unauthorized disclosure.

Bosch will not disclose any personal information to third parties other than for the Purpose or except as required by law.

An end user has the right to access the personal information Bosch or its Authorised Service Dealers hold about them. The end user can request to see, change or modify the personal information held about them, or withdraw consent for its usage, by contacting Bosch at the Bosch Contact Details below.

Bosch Contact Details
This warranty is offered by Robert Bosch (Australia) Pty Ltd (ACN 004 315 628) of 1555 Centre Road, Clayton, Victoria 3168.

Please call Robert Bosch (Australia) Pty Ltd on 1300 307 044 in Australia or 0800 543 353 in New Zealand or email at customerservice.pt@au.bosch.com if you have any queries in relation to this warranty.