



Makita 1 - 3 Year Guarantee - Terms and Conditions

Subject to the terms and conditions set out below, Makita UK Ltd, a company registered in England under registration number 01086698 whose registered office is at Michigan Drive, Tongwell, Milton Keynes, Buckingham MK15 8JD (otherwise referred to as "we", "us" or "our" in this document) is pleased to offer its consumer customers a 1 - 3 year guarantee.

What does Makita Guarantee?

Every Makita product is thoroughly inspected before it leaves the factory and can be guaranteed to conform to its Makita specification (which can be found at www.makitauk.com) and be free of defects, in both workmanship and materials, for a period of 1 year beginning on the date the product is purchased.

Who can use the Makita Guarantee?

This Guarantee is only applicable to the United Kingdom and is only available to consumers who have purchased a new Makita product for their personal use.

This Guarantee does **NOT** apply to our business customers or customers who use the product(s) for business purposes.

How do you extend the Makita Guarantee from 1 year to 3 years?

The guarantee period for your Makita product is for one year. However, this time period may be extended by an additional 2 years if you satisfy the following criteria:

- If you purchased a Makita product that is CE marked (with the exceptions of batteries, battery chargers, product accessories, petrol powered products, production tools and air tools and compressors) on or after **1st July 2012**; and
- You registered the product with us within 30 days of the date of purchase by one of the following means:
 - Online registration at www.makitauk.com by following the links to the 3 year warranty registration page; or
 - If you do not have access to the Internet, by calling our customer services on **[01908 211678]**.

PLEASE NOTE - the tool serial number will be required when registering for the 3 year guarantee.

When is the Makita Guarantee NOT available?

This Guarantee does **NOT** cover Makita products which are defective, or have been damaged, as a result of the following:

1. wear or tear from normal use;
2. servicing by anyone other than an authorised Makita service provider;



3. the product(s) having been misused or subjected to neglect, improper or inadequate care or carelessness (such as being dropped), or abnormal usage conditions;
4. the product(s) having been involved in any accident or attempt at repair, alteration, change or modification or inspection except by or on behalf of either a Makita employee qualified in product repair or approved by a Makita employee of sufficient seniority or in accordance with Makita's instructions to Makita's reasonable satisfaction;
5. the product(s) having been used other than in accordance with good practice and Makita's instructions or recommendations; and/or
6. the use of non-Makita parts or accessories fitted to the product(s).

How do you make a claim under the Guarantee?

A claim under this Guarantee can be made at any time for a period of 1-3 years (depending on whether you have satisfied the criteria for the 3 year guarantee) starting on the date of purchase.

To return the product to Makita, please contact us by telephone on 01908 211678, or by email at servtech@makitauk.com, or you can arrange to send the products back at your cost. Please send us a copy of your 3 year certificate and proof of purchase with the returned product. Makita will arrange carriage if you are unable to return the products. Products which have been sent to us without a copy of the three year certificate and proof of purchase will be returned to sender.

You must provide us with a copy of your 3 year certificate and proof of purchase in order to claim under this Guarantee. Please keep your original certificate and proof of purchase for your records.

PLEASE BE AWARE THAT ALL PRODUCTS RETURNED UNDER THIS GUARANTEE WILL BE FULLY CHECKED BY MAKITA ON RECEIPT. MAKITA RESERVES THE RIGHT TO REJECT PRODUCTS WHICH DO NOT SATISFY THE TERMS OF THIS GUARANTEE AND CHARGE THE CONSUMER FOR MAKITA'S REASONABLE COSTS IN DEALING WITH AN INVALID CLAIM.

What happens if your Guarantee claim is successful?

If we are happy with your claim, your product will be repaired free of charge. If we cannot repair your product for any reason, we will, at our option, either send you a replacement product of the same value or provide a refund for the product bearing in mind the age and amount of wear and tear of the returned product.

Does this Guarantee affect my legal rights?

This Guarantee is provided in addition to (and not instead of) your consumer legal rights, which remain in full force and effect. You may choose not to take advantage of your Guarantee and use your other rights against whoever sold you the product.