



WORX PRODUCT WARRANTY

For the 3-year DIY warranty the tool can be used for personal, family or general domestic purposes only.

For the 1-year trade warranty the tool can be used for trade and commercial purposes that do not include rent or hire.



Conditions

Your product warranty is subject to the following conditions:

- Online registration of the product within 30 days of purchase, stating clearly whether this machine is to be used for DIY or Trade purposes (without registration, only 2 years warranty will apply for DIY use).
- Brushless motors are guaranteed for a 10-year period from the date of purchase if you register your Worx product online within 30 days of purchase
- Battery packs are guaranteed for a 12-month period only, regardless of online registration (DIY & Trade)
- The tool has not been misused
- The tool has been subject to fair wear and tear only
- Unauthorised persons have not attempted repairs
- The tool has not been used for rent or hire purposes
- The tool has not been used for trade or professional purposes in which case the 12-month trade warranty period will apply
- The tool has not sustained damage through foreign objects, substances, or accidents
- The tool has not been adapted from its original specification

Your 3 years warranty does not cover

- Components that are subject to natural wear and tear caused by use in accordance with the operating instructions
- Damage caused wilfully, negligently, or by abnormal storage or working conditions
- Accessories or attachments

Warranty Claims

For guarantee claims, please contact Worx Customer Care.

Products purchased through a retailer on the high street or online

Email customerservice@worxtools.com

Help line 0345 202 9679

You will need to submit evidence of online registration and proof of purchase in the form of a valid receipt that displays the date and place of purchase.

When calling the Helpline or emailing please have or supply the details of the Worx model number, and serial number available. This will help Worx customer Service when dealing with your call.

The model number and serial number can be found on the rating label – See the below example.



Warranty Statement

If your WORX DIY, WORX Garden, or WORX Lifestyle tool becomes defective due to faulty materials or workmanship within a period of 3 (three) years from the date of purchase, (at our sole discretion) we guarantee to:

- Replace or repair all defective parts, free of charge, or,
- Repair products free of charge, or,
- Replace the unit with a new or re-conditioned unit, free of charge.
- The tool has not been used for hire purposes
- The tool has not been adapted from its original specification

Terms

Proof of purchase and evidence of online registration of the tool within 30 days from the date of purchase is produced, and our records show that such registration of the tool was completed within 30 days from the date of purchase, when a claim is made during the third year from the date of purchase of the tool.

This guarantee statement does not replace but is in addition to your statutory rights.

This warranty does not apply to accessories supplied with the tool. This warranty applies only to the original purchaser and may not be transferred. All repairs and replacement tools will be covered by the limited warranty for the balance of the warranty period from the date of the original purchase.

Should it be determined in the reasonable opinion of Positec Power Tools (Europe) Limited that the warranty conditions as stated above have not been met, the tool will be returned to the customer.

The customer undertakes to return the tool as soon as is reasonably practicable following suspicion or discovery of a defect or malfunction, and before any further use of the tool is made. Positec shall not be liable for any malfunction or defect of the tool in the event the customer makes further use of the tool once a malfunction or defect is suspected or discovered.

Product registration

You must register your product ('s) within 30 days after purchase by logging on to www.worx-uk.com.

Click on 'Register your tools' and fill in the required information for your qualifying WORX[®] power tool. All registrations must be made under the name of an individual person. After registration, you will receive an e-mail that will include your Identification Number (BID#). Keep track of this number as you will be requested to present it during the call for replacement, in order to obtain service for your product.

For exploded drawings and parts list, please contact the Worx Customer Care line (See warranty claims)

