





# DEWALT TOTAL-SERVICE

## Terms and conditions

### 1. Sales condition

TOTAL Service is available only for the product linked to the purchased plan. Each product with a TOTAL Service plan is identified by the product article number, date-code and Serial number. The dealer will communicate this product information using the specific TOTAL Service form, send to [Kundeservice.dk@sbdinc.com](mailto:Kundeservice.dk@sbdinc.com) complete with proof of purchase, within 4 weeks from purchase.

### 2. TOTAL Service includes

TOTAL Service includes repairs from manufacturing and material failure, product maintenance and replacement of consumable spare parts. The total service repair will cover spare parts, labor cost and transportation from the DEWALT distributor to authorized DEWALT service agent.

### 3. TOTAL Service does not include

Repair of products that has been exposed to abuse or neglected maintained. Products with non-authorized modifications or use of non DEWALT approved accessories and attachments. Products repaired by non DEWALT authorized service. Replacement of accessories or attachments. Products used for series production applications or supplied to hire companies. More than one non-warranty related exchange of batteries or charger during the service period.

### 4. Validity for TOTAL service

The TOTAL Service plan has a validity of 3 years after the date of purchase. It is not possible to extend the validity period of the service plan. This service plan is not transferrable and is only available to the original DEWALT product user who has purchased the product.

### 5. TOTAL Service repairs

Repair of TOTAL Service products can only be made by DEWALT authorized service centers. Contact your Dewalt dealer or directly the DEWALT Service center on <http://service.dewalt.se>

### 6. Fraud and Theft

TOTAL Service is only valid for the product for which it was purchased, identified by the Serial number of the TOTAL service certificate. Any attempt of fraud will cancel the agreement. In case of theft of the TOTAL Service product it is possible to transfer the remaining period (without extension) of the service plan to a new product. To authorize the transfer the theft must be documented and a purchase of a new similar DEWALT product made.

### 7. Exchange of TOTAL Service

If a product covered by TOTAL Service is exchanged by DEWALT the initial validity period will be transferred to the new product.

### 8. Privacy

DEWALT takes your privacy very seriously. For more information please refer to our Privacy Policy located on <http://service.dewalt.se>

### 9. Changes to Terms and Conditions

DEWALT reserves the right to review and amend its guarantee policies, periods and product eligibility without notice as DEWALT considers appropriate.