For each category of power tools that you sell (if there’s more than one), including batteries:

1. How long are the warranty periods for?

Depending on Tool Category. See below for details.

**5-Year Limited Warranty**

Metabo HPT (Koki Holdings America) warrants to the original purchaser to be free from defect in materials and workmanship for a period of 5-years from the original purchase date.

Some products are excepted from this policy and have different limited warranty terms. Exceptions include:

**Lifetime Limited Warranty for Cordless Lithium-Ion Power Tools**

The Product categories listed below are warranted to the original purchaser to be free from defect in materials and workmanship for a Lifetime from the original purchase date in non- industrial use; wear and tear is not covered. Lifetime is defined as the serviceable life of the Product. “Serviceable life of the Product” is defined as the period during which the supply of all components is available.

|  |  |  |
| --- | --- | --- |
| Circular Saws  | Driver Drills | Hammer Drills |
| Impact Drivers | Impact Wrenches | Jig Saws |
| Nailers | Nibblers | Oscillating Tools |
| Planers | Reciprocating Saws | Right Angle Drills |
| Rotary Cut-Out Tools | Routers | Screwdrivers |
| Shears | Staplers | Workshop Blower |

**2-Year Limited Warranty**

The Product categories listed below are warranted to the original purchaser to be free from defect in materials and workmanship for a period of two (2) years from the original purchase date.

|  |  |  |
| --- | --- | --- |
| Lithium-Ion Batteries | Table Saws |  |

 **1-Year Limited Warranty**

The Product categories listed below are warranted to the original purchaser to be free from defect in materials and workmanship for a period of one (1) year from the original purchase date.

|  |  |  |
| --- | --- | --- |
| Air Compressors | Chargers | Chop Saws |
| Corded Hammer Drills | Rotary Hammers |  |
| Collated Screw Fastening Systems | Demolition Hammers | Grinders |
| Heat Guns | Masonry Cutters | Portable Cut-Off Saws |
| Radios | Reserve Air Tanks | Vacuums |

**90-Day Limited Warranty**

The parts listed below are warranted to the original purchaser to be free from defect in materials and workmanship for a period of 90 days from the original purchase date.

|  |  |  |
| --- | --- | --- |
| Blade Flanges | Bumpers | Carbon Brushes |
| Cords | Drive Belts | Driver Blades |
| Gaskets | O-Rings | Pistons |
|  Pulleys | Seals | Tool Free Handles |
|  |  |  |

**30-Day Limited Warranty**

The Product category listed below is warranted to the original purchaser to be free from defect in materials and workmanship for a period of 30 days from the original purchase date.

Accessory Products (Excludes Fasteners)

1. How do you require registration be done, if at all?

No, we do not require product registration as a condition precedent to coverage under warranty. However, if the end user would like to register their product with us then in each product package is a warranty card which they can fill out and mail in. End users can also register their product quickly and easily on our website at [www.metabo-hpt.com](http://www.metabo-hpt.com). For anyone without internet, they are always welcome to call customer service at (800-706-7337) and a representative can take their information over the phone or via email at reachcustomerservice@metabo-hpt.com.

1. How long a time from purchase does the customer have to register?

Since they do not have to register, there is no time restriction. If they would like to register to keep their tool’s serial number on file with us, they can do so at any time by just indicating the original date of purchase on the submission form.

1. Must the receipt be kept?

We recommend keeping a copy of the receipt showing proof of purchase. However, if the receipt is not kept, our service dept can determine the age of the tool by the serial number.

1. What do the warranties cover?

For the original purchaser, they cover the tool to be free from defect in materials and workmanship for the category terms mentioned above.

1. Is the customer responsible for part of the repair/replacement expense?

When a Metabo HPT Authorized Service Center evaluates the tool, they determine if the repair is under warranty or not based on the condition of the tool. If the issue falls under warranty, there is no cost to the end user for the repair or replacement. If there is anything discovered that is not under warranty, then at that point, they contact the tool owner to confirm if they want to proceed with the repair and provide an estimated cost and timeframe.

1. What are the exclusions?

Damage resulting from repairs or alterations which have been made or attempted by others or the unauthorized use of nonconforming parts; damage due to normal wear and tear, damage due to abuse (including but not limited to overloading of the Product beyond capacity), failure to operate the unit in the manner specified by the owner’s manual, improper or lack of maintenance, improper set up or altered Products, neglect, accidents, acts of nature, improper adjustments, or if the damage is due to use of the Product after partial failure or use with improper accessories.

Except as noted above, this warranty does not cover repair or replacement of wear and tear or maintenance items, including but not limited to: brushes, piston drivers, bumpers, and springs. Regular maintenance, adjustments to the alignment, and wear items are not the responsibility of Koki Holdings America and are not covered under this warranty.

1. What will void the warranty?

Continuing to operate the unit after a failure is noticed. Neglect or accident damage, theft or disassembly of the product will also void warranty. Repair with non-conforming parts and certain repairs done by the user.

1. How do you get service?  (bring the tool to store, bring to dealer, send to repair center, etc.)

You can bring or ship the tool to an Authorized Service Center that is part of our network. You can find a service center by zip code search on our website at [www.metabo-hpt.com](http://www.metabo-hpt.com) or by contacting customer service. Many times, your dealer is also a service center or they can send the tool back to us for repair. We also offer a FedEx service where the end user can print a FedEx label from us and ship the tool our factory service center in Braselton, GA. If the repair is under warranty, then all costs will be absorbed by Metabo HPT. If the repair does not fall under warranty, Metabo HPT will alert the end user to the cost to repair, plus the return shipping cost.

1. If to a service center, how many certified repair facilities are there in the US?

We have over 800 Authorized Service Centers in the US. We also offer our complimentary nationwide FedEx shipping service that makes it easy to ship a tool to our Factory Service Center that can service all Metabo HPT tools.

1. Who determines if the tool is covered under warranty, and how do they do that?

An Authorized or Factory Service Center repair technician determines warranty coverage based on physical inspection of the unit.

1. If the customer has to send it somewhere, who pays shipping charges?

Metabo HPT offers a FedEx shipping label service so the shipping is free to our Factory Service Center. However, if the issue is not covered by warranty- then the end user will be charged for the freight on the return end.

1. If the customer brings the tool to a store or dealer, will they get an immediate replacement?

The Replacement term is only during the first 30 days from purchase date. After the first 30 days, the warranty terms are Parts & Labor only.

1. Is there an average turnaround time?

Metabo HPT factory service center strives for a 48-hour turnaround time from when they receive the tool. Turnaround time by Independent Authorized Service Centers in our network may vary. We always recommend an end user call the service center to confirm they can service and how long it might take before dropping off the tool.