

ROBERT BOSCH INC. (PHILIPPINES) POWER TOOLS

Voluntary repair or replacement warranty

Applicable for purchases of specified power tools, measuring tools, high pressure washers and Dremel rotary tools after October 2019.

All Bosch power tools, measuring tools, high pressure washers and Dremel rotary tools are carefully checked, tested and are subject to the stringent quality controls of Bosch Quality Assurance.

(A reference to “Bosch” in this Voluntary Repair or Replacement Warranty is a reference to Robert Bosch (Philippines) Inc., unless from the particular context it is obvious that it is being used as a trade mark or brand name.)

A. WARRANTY

Bosch warrants to repair or remedy, or at the option of the customer refund or replace those ranges of power tools, measuring tools, high pressure washers and Dremel rotary tools described below (**Products**) if such Products are faulty or defective in manufacture or materials during the warranty period which is also specified below.

Repair or replacement under this warranty does not extend to repair or replacement, or any cost of replacement, of consumables or accessories incorporated into or supplied with the Products (for example, drill bits or jigsaw blades).

This warranty only extends to repair or replacement of the Products. It does not extend to cover:

- any costs incurred by the end user in normal or scheduled maintenance of the Products; or
- any damage to property, personal injury, direct or indirect loss, consequential losses or other expenses arising from breach of this warranty.

B. WARRANTY PERIOD AND COVERAGE

Bosch Professional Tools, Bosch Contractors’ Choice range, Aquatak High Pressure Washers and Dremel Tools are entitled to six (6) months warranty period from date of purchase for parts and labor, except for Bosch heat guns which are entitled to three (3) months warranty period. Battery packs and chargers are also entitled to six (6) months warranty period.

Bosch Professional **HEAVY DUTY** Power Tools Range and Bosch Measuring Tools are entitled to one (1) year warranty period from date of purchase for parts and labor, except for Bosch **HEAVY DUTY** heat guns, which are entitled to six (6) months warranty period.

C. 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 authorized representative of Bosch.
- The warranty only applies to Products purchased by an end user in Philippines 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.”

D. WARRANTY EXCLUSIONS

Only authorized Bosch service center / service dealer and certified Bosch service technicians are allowed to repair Bosch products. Any repair(s) and defect resulting from such repair(s), tampering, alterations, modifications, additions and/or deletions done by unauthorized Bosch service center / dealer or non-certified Bosch service technicians will VOID this warranty coverage.

In the event of any defect, malfunction or failure to conform to the written warranty, Robert Bosch Philippines (RBPH) will:

1. Repair or remedy said Bosch Products within a reasonable time and without charge to the consumer except for consumable and wear and tear parts such as carbon brush, bearing, chuck, power cable, gaskets, o-ring, oil seal, screw, bolt, sanding plate, and batteries.
2. At the option of the customer refund or replace without charge, the said Bosch Products or any of its part, as the case maybe, where after reasonable number of attempts to remedy the defect or malfunction, the aforesaid product continues to have the defect or malfunction.
3. Bosch will not be required to perform the above duties in case of any of the following:
 - 3.1 Use of NON-GENUINE Parts - Usage of replacement, fakes or non- genuine Bosch spare parts and not in accordance with the Operation Instruction’s Manual.
 - 3.2 Usage under NON-STANDARD condition – abnormal and improper electrical voltage application including electrical power surge, overloading, abuse of tool and unreasonable use of tool.
 - 3.3 Normal noise, vibration, wear, tear and deterioration such as discoloration, fading, deformation, blurring of the tool.
 - 3.4 Environmental and external damage such as, windstorm lightning or other environmental conditions.
 - 3.5 Full particulars are not clearly provided or alterations made against the actual information provided such as alteration of date of purchase, serial numbers and the like.

E. HOW TO MAKE A WARRANTY CLAIM

In order to avail the warranty on the product, the consumer must bring the product complained to any authorized Bosch Service Center/Dealer within the warranty period accompanied by proof of purchase such as invoice or official receipt.

This warranty is extended only to the buyer and is not assignable or transferable and only covers Bosch Power Tools purchased only in the Philippines.

Bosch reserves the right to make the final decision on validity of claims.

F. 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.

G. PRIVACY

Bosch is required to seek personal information from an end user who seeks to make a claim under this warranty such as name, address and contact number.

Such personal information may be used by Bosch and/or any Authorized Service Dealer (who is authorized 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.

If an end user does not wish to provide Bosch and/or its Authorized 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 takes security measures in order to protect any personal information collected in the warranty claim process against manipulation, loss, destruction, access by unauthorized persons or 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 Authorized 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.

Kindly refer to Bosch full privacy policy at <https://www.bosch.com.ph/data-protection-policy/>

H. BOSCH CONTACT DETAILS

This warranty is offered by Robert Bosch (Philippines) Inc. 28th Floor Fort Legend Tower 3rd Ave. cor. 31st St., Bonifacio Global City, Taguig 1634. Please call Robert Bosch Inc. on **(02) 8 870 3888** or like and follow us on Facebook **Bosch Professional Power Tools and Accessories** if you have any queries in relation to this warranty.