

PICK UP AND DELIVERY TERMS & CONDITIONS

Manila, Makati, QC and Davao via courier
Cebu via pick up service

1. Promo period is June 1 to 30, 2020.
2. All Bosch power tools with warranty and non-warranty are included in the promotion.
3. Non-warranty delivery cost will be charged to customer should repair request is not confirmed.
4. Pick-up directly from end users only (dealers / malls / depots and alike are not included).
5. The customer will call the Authorized Service Center (ASC) to schedule pick-up of the tools.
They must provide relevant information such as complete name, company name, contact number, and complete address.
6. The ASC will book and coordinate with a courier to schedule pick-up of tools from the customer.
7. The courier will pick-up tools directly from customer and will deliver the items to the ASC.
*ASC must send customer a checklist and/or picture of the items received from the courier
8. For tools under warranty, the ASC will proceed with the repair.
9. For tools no longer under warranty, the ASC will evaluate the tool and inform the customer of any applicable cost for labor and parts.
10. The ASC will proceed with the repair only upon confirmation of the customer
11. The ASC will inform the customer once repair is complete.
 - a. If the tool is under warranty, the ASC will proceed to book and schedule delivery of tools back to the customer via courier / delivery service.
 - b. If the tool is no longer under warranty, the ASC shall wait until the customer has paid for the repair (bank deposit, Gcash, etc.) before booking and scheduling the delivery of the tools.
12. The ASC will send the tracking number or reference number of the delivery order to the customer. The ASC will also confirm that the tool is actually received by the customer before considering the transaction is completed.
13. Free pick up and delivery is applicable for one-time delivery only, in case items are not received by customer and needs to re-deliver, charges will be on customer's account.
14. Maximum of 5 units or maximum of 10kg (whichever is applicable) per customer per pick-up is allowed for free pick up and delivery.
15. Power Tool models that are not included in the pick-up – delivery service
 - a. Breakers (e.g. GSH 9VC, GSH 11E, GSH 11VC, GSH 16-30, GSH 27, GSH 27 VC)
 - b. Table saw
 - c. Corded Vacuum Cleaners
16. Proximity included in the free pick-up and delivery service will be the immediate city the ASC is in.
17. Participating Bosch authorized service centers:
ALTSTAR ENTERPRISES (Recto, Manila) Tel. 0917 830 5576
TOOLCARE MASTER (Quezon City & Makati) Tel. 8401 1934 | 0917 103 2451
TOOLAID SERVICE CENTER (Mandaue City) Tel. 032 422 6437 | 0942 833 6437
TOOLAID SERVICE CENTER (Cebu City) Tel. 032 412 0228 | 0942 812 1885
DMD ELECTRONICS (Davao City) Tel. 082 284 3114 | 0915 988 5733

