



## **Guarantee Policy**

Thank you for purchasing your product from wolfgarten-tools.co.uk, a website owned and operated by E.P. Barrus Ltd. We hope you will be happy using it. In the unlikely event that your product needs the guarantee service, please contact us at either wolfgarten@barrus.co.uk or telephone 0845 270 7603.

Every hand tool carries a 10 year guarantee.

The power tools vary in length of guarantee, details can be viewed in product information.

Please note that each product is guaranteed against defective material or assembly of material under normal usage. The guarantee applies to the original purchaser and covers faulty parts and the labour involved in replacing and repairing those parts, which are of original manufacture. To claim your guarantee you must have proof of purchase.

### **The guarantee does not cover:**

- General wear and tear on the product i.e. blunt blades.
- Any depreciation or damages caused by ordinary wear, rusting or corrosion, lack of correct maintenance or operation, misuse, abuse or accidental damage.
- Failure or damage caused as a result of parts or accessories being modified without the written approval of E.P. Barrus Ltd.

The guarantee is non-transferable and is only applicable to the original purchaser.

### **Your legal rights reserved**

Consumers have legal (statutory) rights under applicable national laws relating to the sale of consumer products. This guarantee does not affect statutory rights you may have nor those rights that cannot be excluded or limited, nor rights against the person from whom you purchased the product. You may assert any rights you have at your sole discretion.

### **Law**

This guarantee will be governed by the laws of England and the English language.

### **How to claim your guarantee**

Send an email to [wolf-garten@barrus.co.uk](mailto:wolf-garten@barrus.co.uk) with the following details:

- Full Name
- Address
- Postcode
- Contact telephone Number
- The product name
- Photograph of the product
- A short description of the discrepancy
- Proof of purchase

On receipt of email an assessment will take place and a decision will be made in 7-10 working days. You will be contacted directly with the response.