

## RAMSET TOOLS REPAIR POLICY

### Limited Tools Warranty

RAMSET tools <sup>1)</sup> are warranted against defects in materials and workmanship for a period of one (1) year from the date of purchase or shipped. In the event a distributor/reseller purchases a tool and sells to a user, the warranty period still begins on the original ship date from MCM. Within this period, MCM will, at its sole option, repair or replace any components that fail in the normal use. This warranty does not apply to (i) cosmetic damage, such as scratches, nicks and dents; (ii) consumable parts such as batteries and accessories; (iii) damage caused by accident, abuse, misuse, modification, water, flood, fire, or other acts of nature or external causes; (iv) damage caused by unauthorized maintenance or repair; (v) damage to the tool that has been used with non-original parts, accessories, consumables such as power load, gas cell, drive pin. For additional information, customers can consult the *Terms and Conditions of Sale*.

### Warranty Repairs

Within the warranty period, the tool repair and maintenance will be made at no charge to the customer for parts and labor, provided that the customer shall be responsible for any transportation cost. If the tool has been used in such a fashion that the warranty is voided, the customer will be contacted with an estimate before continuing.

### Out of Warranty Repairs

MCM provides out of warranty repair service on a parts plus labor cost basis. Minimum charges of **HK\$150**<sup>2)</sup> will apply for working or non-working tool returned. After evaluation, the customer will be notified of the services performed and an estimated pricing on services required.

***In either case the customer is required to provide the following information – model number and serial number of the tool, date of purchase, detailed nature of problem and collect/return instructions. Unable to identify the serial number may consider as out of warranty repairs.***

### Repair Warranty

All repairs completed by MCM are warranted for a period of (60) days from date of shipment. This warranty applies only to the parts which were defective and repaired; it does not apply to parts in which no defect was found.

### Collection and Return

The customer is required to return the tool to MCM Service Depot for repair service at own cost; and it should be collected back after completion of repair service within (30) days.

**Service Depot Address: 733 Tai Kei Leng, Yuen Long, N.T., Hong Kong. (Hotline: +852 2443 1222)**

MCM provides repair collection and return service within Hong Kong region at **HK\$100**<sup>2)</sup> per tool.

Customers can also leave the tool at our authorized distributors for collection and return. The current list of authorized distributors should be checked at our customer hotline.

<sup>1)</sup> RAMSET tools include TRAKMASTER Pulsa Gas Tool, J20S Jobmaster Tool and TS750P Stripfeed Tool

<sup>2)</sup> Charges may be reviewed regularly, please check the current charges before service

★ MCM reserves the rights and final decision to alter the content of these conditions without prior notice ★