

## Warranty Claim Form

**You may have rights and remedies under the Australian Consumer Law or any other applicable law. Nothing in the Warranty is intended to restrict, modify, alter or amend any rights you may have under the Australian Consumer Law.**

**Step 1** – Contact RAPIDTOOL on **1800 955 755** or **02 9098 8943** to establish if a Warranty claim is valid and to troubleshoot the issue. Most issues are resolved by calling RAPIDTOOL in the first instance.

**Step 2** – Please complete and include a copy of this form as well as a copy of the purchase receipt/invoice with the product being sent for repair. Please also send a copy of the completed form and the purchase receipt/invoice to [sales@rapidtool.com.au](mailto:sales@rapidtool.com.au).

**Step 3** – Return the Goods to an authorised RAPIDTOOL dealer or service centre location (unless otherwise agreed) for inspection. Please note a list of our current authorised service centres is available at <https://rapidtool.com.au/service-and-repair/>.

**Note:**

It is your responsibility to return defective items to an authorised RAPIDTOOL dealer or service centre.

Any request for a Warranty repair must be accompanied by a copy of the purchase receipt/invoice. No Warranty claim can be provided without proof of purchase.

By sending us the Goods as provided for under the Warranty, if the Warranty claim is rejected by RAPIDTOOL and you do not approve the quote provided by RAPIDTOOL or our authorised service centre for the repair of the Goods, then you agree that the Goods may be returned to you disassembled and you agree to pay an assessment fee as well as costs associated with transportation to and from the repair location.

Please read 5.4 of our Warranty Against Defects policy carefully – we have lien over the Goods until all monies owing to RAPIDTOOL are paid.

**Sign:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Contact Details			
Company Name			
Phone		Mobile	
Request Date			
Email			
Address			
Product & Service Details			
Model			
Date of Purchase			
Serial #			
Invoice #	PLEASE SUPPLY A COPY OF YOUR PURCHASE INVOICE OR RECEIPT		
Purchased From			
Detailed Description of Issue			
Office Use Only			
Outcome			