



Eurotools, s.r.o.
Bagarova 2B
036 01 Martin
Slovakia, EU

Store/production:
Na Bystricku 14/C
036 01 Martin
Slovakia, EU

WARRANTY CONDITIONS

Each knife, counterknife, holder, ...spare part, is warranted to be free from defects in material and workmanship for the life of the product under standard operating conditions, except for damage caused by misuse, alteration, incorrect re-sharpening and incorrect fitting.

In the very unlikely event you would need to warranty our products, please use our Standard Reclamation Procedure and if agreed return the full set to :

Eurotools, s.r.o.,
Na Bystricku 14/C,
036 01 Martin,
Slovakia, EU

for replacement if warranty applies.

Kindly follow our Standard Reclamation procedure.

Tel.: 00421 918 924 333, Tel/Fax: 00421 43 4220 262

info@eurotools.sro.sk www.eurotools.sro.sk

IČO: 46 252 401, IČ DPH: SK 2023 317 582

Spoločnosť zapísaná v OR Okresného súdu v Žiline: oddiel Sro, vložka č. 55186/L

All orders conform to General conditions of sales – see our web site for details.

Všetky objednávky sa riadia podľa našich všeobecných podmienok dodávok uverejnených na web stránke.

Bank: Tatrabanka a.s., Martin
Account: 29 2985 8662/1100
SK47 1100 0000 0029 2985 8662
SWIFT: TATRKBX

STANDARD RECLAMATION PROCEDURE

In order to serve our Customers best possible way, we advice you to follow below stated procedure with reclamations.

1. in case of any Claim/reclamation Customer will inform us without any delay by fax/e mail – always in writing. No action will be taken before this information , in other case it is on cost of that party.
2. Claim/reclamation must have all identification numbers as delivery Note nr., Invoice nr., order nr., clear statement what is subject of Claim/reclamation, description of Claim/reclamation, drawing attached, requirement for possible action from Supplier:

TO REPAIR,
TO REPLACE,
TO GIVE DISCOUNT
TO CANCEL DELIVERY AND RETURN GOODS
OTHER REQUIREMENTS

3. After receiving Claim/reclamation, Supplier must within 2-3 days reply and to advice action in writing
4. After receiving advice for action, Customer must within 2-3 days reply and to approve this action in writing
5. Party receiving Claim/reclamation must than take action, claiming party must allow necessary time for action which is appropriate (manufacturing – 2-3 weeks, repair 1-5 days, discount 1-2 days etc.)
6. After finalization of each Claim/reclamation, both parties will settle in writing and Claim/reclamation is closed.
7. Any Party can withhold payment / delivery which has value maximum 100 % of Claim/reclamation value only.