

Voluntary Repair or Replacement Guarantee

Applicable for purchases of specified hand tools after August 2024.

(Last updated: 1st September 2024)

All Bosch hand tools are carefully tested and inspected and are subject to the strict controls of Bosch quality assurance.

Important Note: Consumer Protections

If you have purchased your product in Australia, you should be aware that: This guarantee is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

If you have purchased your product in New Zealand, you should be aware that: This guarantee is supplemental to any other rights and remedies you have under the Consumer Guarantees Act 1993 NZ, unless your purchase is made for commercial purposes, in which case Bosch excludes all consumer guarantees implied in the Consumer Guarantees Act 1993 NZ in respect of your product.

A reference to "Bosch" in this Voluntary Repair or Replacement Guarantee is a reference to Robert Bosch Power Tools GmbH, Max-Lang-Strasse 40-46, 70771 Leinfelden-Echterdingen GERMANY unless from the particular context it is obvious that it is being used as a trade mark or brand name.

Guarantee

Bosch provides a guarantee for Bosch hand tools (hereinafter referred to as the "Tool"), which are labelled on the packaging with one of the logos shown below, in accordance with the following conditions.



1. The prerequisite for this guarantee is that you register the Tool within four weeks of purchase on the website: www.bosch-diy.com/mybosch, if it is a Tool for DIY enthusiasts, or www.bosch-professional.com/pro360, if it is a Tool for professionals.

At the end of the registration process, a guarantee certificate is provided for download in addition to the guarantee conditions, which proves that a contract has been entered into for the guarantee. The guarantee certificate must be kept by the owner of the Tool for the entire guarantee period.

2. We provide a guarantee for registered Tools in accordance with the following provisions in the event of defects in the Tool that are demonstrably due to a material or manufacturing defect within the guarantee period. The buyer's guarantee claims based on their sales contract with the seller, including their statutory rights, shall not be affected by this guarantee; claiming the aforementioned rights is gratuitous.
3. The guarantee period begins when the Tool is registered on the above-mentioned website. The guarantee is valid for the period specified in the guarantee logo of the respective product.
4. The guarantee does not cover:
 - Accessories (e.g. bits, nuts, blades, saw blades, pen refills, adapters, etc.)
 - Storage and transport solutions such as bags, cases, L-BOXX and inserts;
 - Parts that are subject to use-related or other natural wear and tear, as well as defects that are attributable to use-related or other natural wear and tear;
 - Defects caused by non-observance of operating instructions, improper use, abnormal environmental conditions, improper operating conditions, overloading or lack of maintenance or care;

- Defects caused by the use of accessories, supplementary parts or spare parts that are not genuine Bosch parts;
 - Tools that have been modified or added to, and tools that have been fully or partially dismantled; as well as slight deviations from the specified quality that do not affect the value and functionality of the Tool.
 - Wrong deliveries, incorrect or damaged packing and transit damage claims are not guarantee claims. Such cases should be directed to Bosch's Customer Service line in Australia on 1300 307 044 or in New Zealand on 0800 543 353.
5. The guarantee claim must be asserted within the guarantee period. For this purpose, the affected Tool must be presented or sent to the seller together with a copy of the guarantee certificate and the proof of purchase, which must include the date of purchase and the product designation. For assistance please call 1300 307 044 or visit www.bosch-pt.com.au or www.bosch-pt.co.nz

Costs of Submitting a Guarantee Claim

If you send the Tool to the seller or an after-sales service centre yourself, you bear the transport costs and the transport risk. For invalid claims under this voluntary guarantee, Bosch will not be liable for the end user's costs in making the guarantee claim, including transport or return freight.

In respect of valid claims under this supplementary voluntary guarantee, the end user will not be charged for costs associated with making a guarantee claim, including guarantee processing costs, the cost of replacement parts or freight. Reimbursement for necessary and reasonably incurred costs or expenses in making valid guarantee claims under this manufacturer's guarantee may be sought from Bosch. To enquire how to make a claim for reimbursement for costs incurred in submitting a guarantee claim, please call 1300 307 044 in Australia or 0800 543 353 in New Zealand. Documentary evidence in support of such claim will be required.

6. The defect recognised by us as being subject to guarantee shall be remedied in such a way that we shall, at our discretion, either repair the defective Tool free of charge or replace it with a faultless Tool (including a successor model, if applicable). Retained Tools or parts which a replacement has been provided shall become our property.
7. Claims other than the right to correction of defects in the Tool named in these guarantee conditions are not covered by our guarantee. In particular, you shall not be entitled to receive a replacement Tool for the duration of the repair.
8. Services provided under guarantee do not lengthen or re-new the guarantee period for the Tool.
9. The assignment of rights covered by this guarantee is excluded. This guarantee does not apply to any used products purchased.
10. Privacy
- Bosch is required to seek personal information from an end user who seeks to make a claim under this guarantee. Such personal information may be used by Bosch and/or any Authorised Service Dealer (who is authorised to process guarantee claims and/or carry out guarantee repairs on behalf of Bosch) for the purpose of processing such guarantee claim and also for the provision of customer support and further information about Bosch's products and services (Purpose).
- If an end user does not wish to provide Bosch and/or its Authorised Service Dealer with personal information, Bosch may be unable to process the end user's guarantee claim or to provide the end user with additional customer support, services and information.
- Bosch is committed to protecting the privacy of personal information and will act in compliance with applicable privacy laws, including the National Privacy Principles under the Australian Privacy Act 1988 (Cth) (as amended) and New Zealand's Information Privacy Principles described in the Privacy Act 1993 (NZ).
- Bosch takes security measures in order to protect any personal information collected in the guarantee claim process against manipulation, loss, destruction, access by unauthorized persons or unauthorized disclosure. Bosch will not disclose any personal information to third parties other than for the Purpose or except as required by law.
- An end user has the right to access the personal information Bosch or its Authorised Service Dealers hold about them. The end user can request to see, change or modify the personal information held about them, or withdraw consent for its usage, by contacting Bosch at the Bosch Contact Details below.
11. This guarantee is offered by Robert Bosch Power Tools GmbH, Max-Lang-Strasse 40-46, 70771 Leinfelden-Echterdingen, GERMANY. Please call Robert Bosch (Australia) Pty Ltd on 1300 307 044 in Australia or 0800 543 353 in New Zealand or email at customerservice.pt@au.bosch.com if you have any queries in relation to this guarantee.