

## Teknatool International Ltd

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# SENDING BACK TEKNATOOL PRODUCTS

Date Raised: May 03

*Safe practises should always be employed to ensure the Health and Safety of yourself, employees and customers (if applicable) Refer to product manuals, exploded drawings and our website if further assistance is required, or contact us on [service@teknatool.com](mailto:service@teknatool.com)*

Date Amended: Oct 2010

**If you need to send back Teknatool product, for whatever reason, please print & complete this page, and return along with the goods. Details of [how to make returns](#) & [our policies for returns](#) are on pages 2 & 3 of this document.**

## CUSTOMER TO COMPLETE

### Customer Details

Date of Return	Customer #	Customer Name
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Phone #	Fax #	Email Address
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### Product and Purchase Details

Serial #	Date of Purchase	Place of Purchase
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Product Returned (include invoice # if know n)

### Reason for Return and Action Required

#### Reason for Returning

- Changed mind - product no longer required
- Incorrectly supplied - didn't order
- Goods arrived too late
- Product malfunction
- Product not performing to requirements
- Goods damaged in transit
- Product needs service/repair (under warranty)\*
- Product needs service/repair (outside warranty)\*

#### What do you want us to do?

- Please refund as per policy
- Please issue credit note
- Please service/repair
- Please replace
- Other - please note:

If warranty/service, details of fault

**PLEASE INCLUDE A COPY OF THIS PAGE WITH YOUR TEKNATOOL PRODUCT BEING RETURNED!**  
*If you don't include a completed copy of the form, it can take us longer to receipt in your product and take the action that you require from us.*

*\* If returning a warranty/service/repair item, please include details of fault in box above, you can write on the back of the page if you need more space.*

## HOW TO RETURN YOUR TEKNATOOL PRODUCT

### Your Checklist for Returning the Goods

- If returning for a refund, are the goods in original condition?
- Have you included all relevant parts?
- Included copy of proof of purchase? (invoice # etc)
- Included copy of completed form (on page 1 of this FAQ)
- If returned under warranty, included details of fault?

### Where to send the product

Either to your Local Teknatool Reseller (where you purchased the Teknatool items) or

#### USA

Either to your local resellers where you originally purchased the items or

TEKNATOOL NOVA TOOLS  
4200 28TH STREET NORTH  
SAINT PETERSBURG  
FL 33714-3922 USA

#### AUSTRALIA

To your local reseller where you originally purchased the items.

#### NEW ZEALAND

your local reseller where you originally purchased the items or

TURNING TOOLS LTD  
18C ROSEBERRY AVE  
BIRKENHEAD NORTH SHORE CITY 0626 AUCKLAND

#### REST OF THE WORLD

To the reseller where you originally purchased the items.

## DETAILS ON TEKNATOOL WARRANTY, RETURNS AND REFUNDS

### Warranty Policy

Here at Teknatool, we take pride in our products and want to do everything we can for you to make your purchase live up to your expectations. If you have any questions about your products performance, or if you have a problem, please contact the reseller that you purchased the product from, or us directly on [service@teknatool.com](mailto:service@teknatool.com)

In some cases our distributors & resellers would carry out local service, warranty and replacement requirements, so in the first instance of failure or fault, please contact your original place of purchase. If you are having any difficulties with this, please contact Teknatool International directly.

All products manufactured by Teknatool carry a full repair and component replacement warranty, which ranges from 1 year to 5 years from date of purchase, see your individual product manual, website or reseller for the warranty for your specific product. NOTE: Motors and products not manufactured by Teknatool International carry their own manufacturer's warranty.

It is our policy that unless otherwise arranged, it is the responsibility of the customer to return (or cover any costs incurred for return) for getting the faulty Teknatool Product to the place of repair. Teknatool will cover costs to return repaired item or replacement to customer.

Depending on circumstances of fault, goods will either be repaired & returned, replaced or purchase price refunded. If items are replaced, it is standard Teknatool policy to charge customer for the replacement item initially (but not to request payment) and then to cancel that charge when the faulty goods are received back to Teknatool or it's warehouses. This is to encourage the return of faulty goods for our quality assessments to ensure continuous improvements.

Note that Teknatool resellers may also have additional warranty policies.

### Our Returns Policy – 30 days money back guarantee

Within 30 days of invoice, you may return any of the product you purchased from Teknatool, for any reason, for a full refund of the product purchase price (we'll also refund the original shipping cost if the return is due



to a result of our error - however if you simply change your mind about a product, we can't refund the cost of the shipping)

We cannot accept returns of items returned more than 30 days after delivery (unless items is faulty, in which case it will be covered under our separate warranty policy)

Note that individual resellers may also have additional return policies.

### **Our Refunds Policy**

We can process refunds or credit for items only purchased from Teknatool International. We do not generally issue refunds or credits for:

- Any item that is returned more than 30 days after date of invoice (other than for items faulty under warranty, for these, see our [warranty policy](#))
- Any item that is not in its original condition, is damaged, or is missing parts. If we receive a product for refund/credit that is not in original condition, we reserve the right to deduct costs to return the item to it's original condition/saleable state, if applicable.
- Items that are not sold by Teknatool International.
- Items that were sold from Teknatool International resellers (other than for items faulty under warranty, for these, see our [warranty policy](#)) This is because the original transaction was between the reseller and customer – Teknatool does not have any record of this transaction so has nothing to apply a refund/credit to. In this instance, see your reseller for refund – the reseller will apply to us for reimbursement once they then return the item to Teknatool.

We'll notify you via e-mail of your refund once we've received and processed the returned item. You can expect a refund in the same form of payment originally used for purchase within 7 to 14 business days of our receiving your return. If you require a credit to be held on your account to be used against future purchases, please note this on the form (resellers will automatically receive a credit note) If your return is not due to our error, we will deduct the original shipping costs from your refund.

For more details on our warranty and returns policy, see our website or contact us.

### **Need more information or assistance? Contact us!**

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