

WARRANTY & EXTENDED WARRANTY

5 YEAR WARRANTY*

5 Year Warranty

All Katana power tools come with a 5 year (3+2 year) replacement warranty from date of purchase.

3 YEAR WARRANTY

3 Year Warranty

All Katana Batteries and Chargers come with a 3 year replacement warranty from date of purchase.

*3 year standard warranty with the option to register your product online at www.katanapowertools.com.au/register to receive an additional 2 years free of charge.

Kincrome guarantees Katana products against faulty workmanship and materials. Kincrome will, at their discretion replace faulty products free of charge. This guarantee does not cover product that has been altered, misused, abused, subjected to normal wear and tear, used for commercial or trade use or not used in accordance with product guidelines.

Warranty is given by Kincrome Australia Pty Ltd of 3 Lakeview Drive, Caribbean Park, Scoresby, Victoria (Tel 1300 657 528). If this product has materials or workmanship defects (other than defects caused by abnormal or non-warranted use) you can, at your cost, send the product to the above address for replacement. Your rights under this warranty are in addition to any other rights you have under the Australian Consumer Law or other applicable laws. Kincrome 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.

Katana products are not intended for commercial or trade use.

* see www.katanapowertools.com.au/warranty for full terms and conditions

Products must be registered within 30 days from date of purchase to qualify for warranty extension.

HOW TO REGISTER YOUR PRODUCT FOR AN EXTENDED WARRANTY

1. Go to www.katanapowertools.com.au/register
2. Create a MYKATANA account by signing up using Facebook, Google or an email account.
3. Once logged into your account provide the required details to register your product

HOW TO MAKE A WARRANTY CLAIM

To make a valid claim under this warranty, you must:

1. If fault occurs with 3 years of date of purchase, return the product firstly to the place of purchase or any authorised Kincrome service agent (or lastly to one of Kincrome's other addresses), with a confirmed register receipt or invoice clearly showing the date of purchase, or contact Kincrome Customer Service on 1300 657 528 to troubleshoot or further information; and/or
2. If fault occurs after 3 years of date of purchase but you have registered the product at www.katanapowertools.com.au, log into your MYKATANA tools account and print the registration confirmation as proof of purchase and extended warranty. Return the product firstly to the place of purchase or any authorised Kincrome service agent (or lastly to one of Kincrome's other addresses), with your registration confirmation clearly showing the date of purchase, or contact Kincrome Customer Service on 1300 657 528 to troubleshoot or further information; and/or
3. If fault occurs after 3 years of date of purchase but you did not registered your product online at www.katanapowertools.com.au, the product is no longer covered by warranty. Consumer guarantee may still apply in accordance with Australian Consumer Law; and
4. provide Kincrome any further information when requested

You are responsible for all costs incurred by you to return the Katana Product to Kincrome and all other costs you incur in making a claim under this warranty.

WARRANTY EXCLUSIONS

Each Katana Product is designed and manufactured for a specific purpose and intended for Do It Yourself (DIY) use only, not for commercial or trade use.

Kincrome warranties on Katana products does not cover and/or will also not apply if:

1. the Product is used for commercial and/or trade use (Katana products are only designed and intended for DIY use)
2. the Product fault, failure or damage is caused as a direct result of any repairs to the Product are made or attempted by a service provider other than an authorised Kincrome Australia service agent.
3. the Product is subject to normal wear and tear. Wear and tear due to excessive use. Parts including, but not limited to carbon brushes, bearings, seals and O rings must be regularly inspected so that the wear and tear on such parts do not lead to failure of the tool. For optimum performance, the tool should be inspected regularly by an authorised service agent.
4. Accessories and/or consumables including, but not limited to blades, grinding disks, line trimmer line, Drill chucks, bulbs and nozzles.
5. the Product has not been used or maintained in accordance with the manufacturer's instructions as provided with the Product.
6. the consumer uses the Product in an abnormal manner for example if the Product is abused, misused, dropped, crushed, impacted with any hard surface, exposed to extreme heat (including fire) or cold, not maintained properly or used after partial failure.
7. damage to the Product is caused by sand, water damage, rust corrosion, fire, vermin and/or insect infestation, power outages or surges, or inadequate or improper voltage or current.
8. the Product has been modified, incorrectly adjusted or operated, subjected to incorrect electrical supply or inconsistent electrical supply or used with inappropriate accessories.
9. the Product is tampered with in any way or if the damage has been caused by an extraordinary event or circumstance beyond the control of the consumer or Kincrome Australia Pty Ltd.
10. the Product's batch code, as applied by the manufacturer, has been altered or removed from the Product.
11. The Product was purchased from a non-authorized Kincrome or Katana retailer including, but not limited to eBay, Amazon and Facebook marketplace.
12. The product is used for an inappropriate application.

CONSUMER GUARANTEES

Kincrome 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 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 any queries, please contact Kincrome on 1300 657 528 for further information.

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