

Manufacturer/Supplier:

Batavia B.V.

Manufacturer/Supplier Contact:

Batavia support team

Contact Phone Number: +31 522 820200

Contact Fax Number: n/a

Contact Email Address: info@batavia.eu

How Long is the Warranty/Guarantee (please detail any differences between ranges):

2-year period for all tools and products (except batteries and chargers)

1-year period for all battery packs and chargers

How long is the Exchange period:

14 days

Are there any Products and/or Ranges excluded from Warranty/Guarantee:

Defects on products that are subject to wear caused by use or other natural wear and tear  
Defects on products caused by non-compliance with the operating instructions, improper use or overload  
Defects on products caused by abnormal environmental conditions, inappropriate operating conditions or insufficient servicing/maintenance  
Defects on products caused by the use of accessories and supplementary or replacement parts that are not original parts  
Products that have been modified or added to, and products that have been fully or partially dismantled  
Products that have been purchased from an unofficial Batavia dealer or distributor  
Accessories, packaging or demonstration models

What is the procedure for repairs:

Please contact the Batavia support team and they will decide upon replacing, refunding or repairing a defective product at own discretion.

Please detail where we obtain spares, who to contact with an email address and phone number:

Batavia support team / [info@batavia.eu](mailto:info@batavia.eu) / +31 522 820200

Are spares diagrams available, if so please detail where we can obtain them from:

Batavia support team / [info@batavia.eu](mailto:info@batavia.eu) / +31 522 820200

Procedure for returns if credit or replacement:

Please contact the Batavia support team and they will decide upon replacing, refunding or repairing a defective product at own discretion.

Is the procedure the same for Ireland, if not please detail below:

Yes

Any other relevant important information:

The warranty only covers defective products as a result of material and/or manufacturing defects. Services provided under warranty do not lengthen or renew the warranty period for the product.

Completed by (signature):



Completed by (print name): Bart Jan Torenbosch

Date: 22-06-2022