



Evolution Power Tools - Returns Process

To ensure maximum efficiency for all parties the following procedure needs to be followed.

General Administration

1. All customers should contact the Evolution Customer Services team to obtain authorisation via an RMA number. (Evolution will require the following details – product type, voltage, serial number and proof of purchase for each machine).
2. Evolution will arrange to collect the product from you, items returned for credit may incur a carriage charge, or, you can arrange return of the items to Evolution.
3. Products to be returned need to be packaged and protected appropriately for shipping. Please see appendix A.
4. It is essential the RMA number is clearly marked on the outside of the returned packaging.
5. Any items arriving without an RMA number will be refused and returned to you. There is also risk of items not arriving or being lost without reference identification.
6. On receipt at Evolution the items will be inspected and processed accordingly.

Items returned for credit

- RMA must be obtained within 30 days of proof of purchase.
- Item must have been purchased from Evolution Power Tools directly and not a third-party seller.
- The product must be returned complete with all accessories and manuals and in original packaging.
- A re-stocking charge may be applied. This will only be charged when the fault is deemed not manufacturing. Charges outlined below.
25% charge for items that will be placed into our B stock (See Appendix B for definitions)
50% charge for items that will be placed into our C stock (See Appendix B for definitions)

Items returned under warranty.

- RMA must be obtained within the warranty period (varies by product) from proof of purchase date unless purchased as graded.
- Warranty is applicable for 2/3 years from date of purchase on new items dependent on what the item is and warrant for graded items is only applicable on graded stock purchased directly from Evolution Power Tools.
- The item may be repaired, or a warranty exchange product supplied.

Fixed price repair – see the attached price schedule.

- RMA must be obtained and payment details provided prior to product arriving with us
- The item will be repaired and where an item is deemed unrepairable, we would return your item and refund you the fixed price repair charge.

Please note: -

- Product shipped to Evolution Power Tools must be properly packaged to prevent loss or damage in transit.
- Evolution Power Tools will not repair or replace a product that is shipped in such a way that the product is not properly protected.
- Evolution Power Tools will not accept any product that has been damaged as a result of accident, abuse, misuse, natural or personal disaster, or any unauthorised disassemble, repair or modification.
- Evolution published Warranty terms and conditions apply to all returns.
- Evolution Power Tools is not responsible for items returned without an RMA or prior arrangement with us supplying return identification number.

Appendix A

Seen in the photos below a box that fits the machine inside is a must and on the bottom of the box a light amount of packing to absorb shock to the bottom of the machine.



Next pack the remaining space this can be done with soft materials or cardboard old small boxes can be used to support the underside of motor.



Finally close the box up and tape together with a generous amount of tape so the machine doesn't come loose in transit.



Appendix B

B Stock – Original branded packaging; both machine and packaging in 'like new' condition with only minor/artificial marks or sign of usage – machine must be fully operational with all parts and accessories.

C Stock – Machine returned in working condition – in a 'good' condition with no significant damage or wear machine must be fully operational with all parts and accessories.