

**Manufacturer/Supplier:**

Panasonic UK

**Manufacturer/Supplier Contact:**

Andrew Swash

**Contact Phone Number:** 07733 308220 (TOOLBANK CONTACT ONLY)

**Contact Fax Number:** N/A

**Contact Email Address:** [andy.swash@eu.panasonic.com](mailto:andy.swash@eu.panasonic.com)

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

1 Year extendable to 3 years upon registration @ [www.panasonic-powertools.eu](http://www.panasonic-powertools.eu) for tools. Extend to 2 years on batteries. This must be completed within 30 days of purchase.

**How long is the Exchange period:**

7 Days

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

No

**What is the procedure for repairs:**

Direct the customer to [www.panasonic-powertools.eu](http://www.panasonic-powertools.eu) where a list of service agents can be found. The customer just need to select their local agent who will arrange the warranty repair.

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

Spares can be purchased from their local Service Agent. A list of Service Agents can be found at [www.panasonic-powertools.eu](http://www.panasonic-powertools.eu).

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

Spare diagrams can be obtained from their local Service Agent. A list of Service Agents can be found at [www.panasonic-powertools.eu](http://www.panasonic-powertools.eu).

**Procedure for returns if credit or replacement:**

Package the product and clearly mark with customer details, proof of purchase and detailed reasoning for return and send to TSS who will deal with the manufacturer.

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

Only for Northern Ireland

**Any other relevant important information:**

Date: 2022