

**Manufacturer/Supplier:**

ITW Paslode

**Manufacturer/Supplier Contact:**

Paslode Customer Service

**Contact Phone Number:** 0800 833301

**Contact Fax Number:** n/a

**Contact Email Address:** [po-cs@itwcp.com](mailto:po-cs@itwcp.com)

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

2 Years upon registration on Paslode Website [www.itwcp.co.uk](http://www.itwcp.co.uk)

**How long is the Exchange period:**

All exchanges will follow standard warranty procedure

**Are there any products and/or ranges excluded from Warranty/Guarantee:**

No

**What is the procedure for repairs:**

Send the Paslode Warranty Repair Form to your customer (loaded on Intranet). Once completed and return send a copy to Paslode customer service who will return the form with a RMA Number. Send this form to your customer to include a copy with the goods. Paslode will collect from branch, repair & return to Branch. (NO COLLECTIONS WILL BE MADE FROM CUSTOMERS DIRECT)

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

The customer can contact Paslode directly for their local service centre to purchase spare parts.

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

See Paslode website [www.itwcp.co.uk](http://www.itwcp.co.uk) and search technical documents.

**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:**

Yes

**Any other relevant important information:**

Date: 2022