

AFTER-SALES SERVICE NORMS

1. Internal Services

- 1.1. Repairs are usually carried out at our Service Centers in Évora or Freixieiro, where we have a whole set of equipment, tools and test devices recommended by our Suppliers.
- 1.2. Machinery or other equipment that need repair must be accompanied by a delivery note or equivalent document indicating respective brand, model and serial number as well the malfunction and/or defect detected (for this purpose we recommend the use of our form – MOD. AT. 01 – made available by our services).
- 1.3. Our company cannot be held responsible for costs and risks of transport.
- 1.4. Machines and other equipment not claimed within 30 days' date of notification after repair shall be subject to a "storage fee" of 1 € /day + IVA. After 6 months they shall be regarded as abandoned and we shall not be responsible for identification or delivery.
- 1.5. The workmanship is charged at 27,50€/hour + IVA (minimum ½ hour). The workmanship applied to repairs of "Metabo" power tools is charged according to the recommended repair times foreseen by the manufacturer.

2. External services

In case of repairs, assemblies, demonstrations, etc. that require the presence of our technicians where the machines/equipment are installed, expenses with travels and stays of our staff will be charged to the Distributor.

The workmanship will be charged at 27,50€/hour + IVA (minimum ½ hour). Price of this service will include the work hours and travelling time of our technicians.

3. Repair estimation

3.1 Estimations for repairs will only be made upon request. The estimations are merely indicative and may undergo changes resulting from the final tests. In this case, a new estimation will be sent for approval.

3.2 The estimations requested but not accepted will be charged as follows:

3.2.1 €10.00 + IVA, if the equipment is returned dismantled;

3.2.2 €20.00 + IVA, if the distributor and/or user requires the equipment to be delivered duly Assembled;

3.2.3 Besides the above mentioned charges, the receiver will also bear the transport costs.

3.3 The estimation will not be charged if the repair is accepted or the distributor decides to exchange the machine, buying an equivalent or similar model to our company.

4. Repairs under Warranty

4.1 Definition of Warranty

The machines and equipment we sell have a 12 month warranty period against manufacturing defaults or defective parts, with the exception of the cases in which the legislation or the manufacturer foresees a different period of time.

Repairs have a warranty period of 90 days from the service date, being valid only for parts applied. This warranty does not include situations described in 4.3 below.

In case of claim under warranty, the end-user must present the original or copy of the purchase invoice to the After Sales Service Center.

Repairs under warranty can only be performed by Authorized Service Centers.

4.2 The warranty covers:

Only manufacturing defaults.

If machinery, tools or other equipment present manufacturing defaults, they will be repaired or replaced free of charge.

4.3 The warranty does not cover:

Free replacement of cables, brushes, bearings, power plugs or any other fast wear components. Switches and electronics will only be replaced free of charge provided that the malfunctions are proven to result from manufacturing defaults.

4.3.1 The warranty will not be applied if damages or breakdowns arise from:

- a) Improper use;
- b) Use of unauthorized tools or improper accessories;
- c) Damages resulting from interference of people or foreign objects such as, sand or stones, metal deburrs etc.
- d) Non accomplishment of the use/service instructions, such as: the powering of machines, tools or other equipment with inadequate current or voltage; in the case of burst motors, the use of fuels with characteristics that do not correspond to the ones demanded or recommended by the manufacturer; defective or negligent lubrication and cleaning
- e) Overload of power network;
- f) Normal wear and tear;
- g) Compelling cases;

4.3.2 The warranty will not be applied to machines, tools, or equipment totally or partially disassembled or already serviced by unauthorized Service Centers.

5. Civil liability

We decline any responsibility for direct or indirect damages resulting from any malfunction on the machines, tools or other equipment sold by our company.

6. Terms of payment

6.1 Repairs carried out at our Service Centers will be:

6.1.1 Paid in cash, by cheque or card (TPA) against delivery of respective invoices, when the machines or other repaired equipment are picked at our premises.

6.1.2 Dispatched by courier or other equivalent transport, cash on delivery. The end-user will be responsible for respective risks and costs. Transport insurance will only be made under instructions.

6.2 Repairs that require the presence of our technicians in the place, will be paid in cash or cheque on finishing the work.

7. Contacts

ÉVORA SERVICE CENTER:

TEL: 266 749 327 | FAX: 266 749 329 | Email: dep.tecnico@bolas.pt

FREIXIEIRO SERVICE CENTER:

TEL: 229 997 073 | FAX: 229 966 496 | Email: dep.tecnico@bolas.pt

8. Claims

Eventual claims will only be accepted as long as they are duly justified and presented in writing within 15 days after the invoice date.

9. Entry into force

9.1 Present After-Sales Standards cancel the previous ones and enter into force on the 1st of February 2017;

9.2 Eventual changes will be in due time informed in writing;

9.3 In case of legal dispute, the Évora Court will be regarded as competent to decide about any actions resulting from the conditions stated in this document.