

Warranty and returns

The purchaser must inspect the goods upon receipt, and any complaint must be made to Proxxon World within one week of receipt. Proxxon World will repair or replace at its option goods which are defective by manufacture, or insured goods which are damaged during shipping to the customer. Hidden defects which may arise in usage must be notified to us upon detection, however not later than one year after receipt.

Proxxon machinery, devices and power tools are designed and manufactured for private use in hobby, artisan and technician applications. They are not intended for heavy, continuous use in factories or production workshops. The following shall not be cause for a warranty claim:

- customer modification or repair of the tool;
- fitment of unapproved accessories or parts;
- excessive wear due to factory or production usage;
- breakage, distortion or failure to function due to application of excessive force;
- damage of any kind due to impacts, liquid spills, or electrical supply falling outside of IEC-defined standards.

Proxxon World maintains the stock of spare parts recommended by the manufacturer Proxxon GmbH, along with tools, jigs, fixtures and instruments necessary for warranty repair and post-warranty repair where practicable. The purpose of these spare parts is the repair by Proxxon World technicians at Proxxon World premises under warranty where applicable and post-warranty where practicable. We do not undertake always to make spare parts available outside those conditions, but we will address each situation with you if an exception is requested by you.

We require that you make any warranty claim in writing within the above defined time limits. Returned goods will only be accepted in the cases of defective manufacture, damage during shipping of insured goods to the customer, and warranty claims as described above. Returned goods will not be accepted in any circumstance without prior written authorisation from Proxxon World.

We will not be liable for claims of consequential damage or personal injury caused by your modification, nor by malfunction, misuse, failure to operate, operation when fitted with non-Proxxon accessories or unsafe application of any product. Nothing in the aforementioned paragraphs shall be construed to reduce or exclude any statutory rights you may have in any Australian state in which the sale is made by Proxxon World.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.