

3M™ Perfect-It™ Random Orbital Polisher

REPAIR FORM FOR IN-WARRANTY TOOLS

End-User: Please complete this form.*

Distributor: Please email the completed form to 3M CIR Customer Issue Resolution. Please include the email address of your local 3M Authorized Service Provider on email copy. Also please include a paper copy of this form with your 3M™ Perfect-It™ Random Orbital Polisher when shipping to your local 3M Authorized Service Provider, as well as a paper copy of the invoice (without resale price information) that shows the serial number of the tool, as proof of purchase.

3M CIR Customer Issue Resolution: On receipt of requestor's email, 3M CIR will check from the end-user purchase date (Box #3) that the tool is within the 2-year warranty period.

3M Authorized Service Provider: Upon receipt of this form and the tool, please perform an initial assessment of the unit and contact the requestor (Box #2) with prognosis. Please email 3M CIR upon repair completion.

***Privacy Notice:**

Information submitted on this form will be used to organize and provide repair services to the user of 3M™ Perfect-It™ Random Orbital Polisher. 3M processes personal data in accordance with 3M Privacy policy (www.3m.com/privacy). 3M Distributors and 3M Authorized Service Providers are independent and autonomous data controllers. Each data controller shall process personal data used in this form in accordance with their own privacy policy which shall be available at your request.

1. END USER INFORMATION FOR WARRANTY CLAIM

Your name	Date
Your email	Phone

2. 3M DISTRIBUTOR ON PURCHASE INVOICE (ADDRESS FOR TOOL COLLECTION)

3. 3M AUTHORIZED SERVICE PROVIDER DETAILS

Name	Company name
Address Line 1	Address Line 1
Address Line 2	Address Line 2
City	City
Postal Code	Postal Code
Country	Country
Contact Name	
Phone	
Email	End User Purchase date

4. 3M INVOICE OR P.O. NUMBER

5. PRODUCT CODE

6. TOOL SERIAL NUMBER

7. FAILURE MODE (ATTACH IMAGES OR VIDEO IF POSSIBLE)

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8. NAME OF 3M SALES REPRESENTATIVE (if applicable)

9. CASE REFERENCE NUMBER (Provided by 3M)

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10. RETURN REPAIRED TOOL TO:

Name	Phone
Address Line 1	Postal Code
Address Line 2	Country
City	Email

3M™ Perfect-It™ Random Orbital Polisher

REPAIR FORM FOR IN-WARRANTY TOOLS

To be completed by Authorized Service Provider and emailed to 3M CIR after diagnosis/repair.

11. CONTACT INFORMATION & PROGNOSIS – 3M AUTHORIZED SERVICE PROVIDER

Your name	Date Unit Received (YY/MM/DD)
Your email	Phone
Prognosis	Repair covered by warranty: <input type="checkbox"/> YES – REPAIRED <input type="checkbox"/> YES – REPLACED <input type="checkbox"/> NO – REPAIR NOT COVERED BY WARRANTY Date unit shipped to address in Box #10 (YY/MM/DD)

Warranty repairs of 3M™ Perfect-It™ Random Orbital Polisher must be completed and shipped back to the address given in Box #10 within 10 business days of receipt by an Authorized Service Provider.

1. Notify 3M of receipt of the unit.
2. Determine if the unit is covered by warranty.
 - a. If the unit is not covered by warranty (e.g., was misused), the 3M Authorized Service Provider must contact the requestor (reference Box #2) to determine if they want to proceed with a non-warranty repair at the end-user's expense.
 - b. If the unit is covered by the warranty, the 3M Authorized Service Provider should contact the requestor (Box #2) and 3M CIR to let them know that the unit has arrived and proceed with the repair.
3. Repair the unit.
 - a. If the unit is unable to be repaired, immediately inform the requestor (Box #2), Global Service Provider and 3M CIR and follow local process for disposing of the unit.
4. Ship the repaired unit back to the address given in Box #10, using a tracking service whenever possible.
 - a. Repaired unit must be returned within 10 business days of receipt by the Authorized Service Provider.
 - b. Include this form with the repaired unit.
5. Notify 3M CIR that the unit was repaired.
 - a. Include the 3M Case Reference Number (Box #9), the unit's serial number, date the unit arrived at the Authorized Service Provider and date the unit was shipped back to the address given in Box #10). A copy of this completed form will be sufficient enough to satisfy all of the above.
 - b. Repaired unit must be returned within 10 business days of receipt by the 3M Authorized Service Provider. Cycle times of repairs will be monitored by 3M.
6. Invoice 3M's Global Service Provider for any spare parts, labor and shipping costs.

Note: If product received by 3M Authorized Service Provider could have posed a health or safety concern to the End User, the 3M Authorized Service Provider should immediately inform 3M CIR.