

3M™ Perfect-It™ Random Orbital Polisher

In-Warranty Process Guide

1. 3M offer a two-year warranty on the 3M™ Perfect-It™ Random Orbital Polisher from the date of sale.
2. If an end user has a problem with the tool within this warranty period, they should contact their Distributor in the first instance.
3. The Distributor will check that the tool is within the warranty period and that there are no obvious signs of misuse.
4. If the Distributor determines that it is indeed a valid warranty claim, the Distributor will complete a Repair Form for In-warranty Tools (attached) and email the form to 3M CIR to request collection of the tool and delivery to the local Authorized Service Provider. The Distributor is requested to copy the local authorized service provider on the email. A list of 3M CIR email addresses and authorized service providers by country is shown below. A list of Authorized Service Providers can also be found on the webpage.
https://engage.3m.com/rop_warranty_emea
5. On receipt of the email from the Distributor, a case reference number is auto-generated and the Distributor and local Authorized Service Provider will receive an automated email response from 3M CIR containing the case reference number. The case reference number will stay the same throughout the process. 3M CIR will then arrange collection of the tool from the Distributor and delivery to the Authorized Service Provider. The Distributor will add the case reference number to the Repair Form and include a copy of the Repair Form and a copy of the customer invoice without resale price information showing the tool serial number and date of purchase with the tool for return to the Authorized Service Provider.
6. The Authorized Service Provider will repair the tool (or recommend replacement if it cannot be repaired) and deliver the repaired tool back to the Distributor. The Authorized Service Provider will also ensure that the Distributor and 3M CIR are emailed when the tool is despatched.
7. If the Authorized Service Provider determines that the tool cannot be repaired, then the Distributor should email 3M CIR with email confirmation from the Authorized Service Provider that it cannot be repaired so that the Distributor can claim a credit for the tool from 3M.
8. If the tool is outside the 2-year warranty period or requires work that is not covered under warranty (such as brush replacement or repair because of misuse), then the Distributor has the option of paying for such work by contacting the Authorized Service provider directly.

NOTE: For those tools that are still within the 2-year warranty period, then 3M will arrange collection and shipping of the tool from the Distributor to the Authorized Service Provider as described above. However, for those tools that are outside the 2-year warranty period, collection and shipping costs will need to be arranged and agreed directly between the Distributor and the Authorized Service Provider.

3M CIR & Service Centre Contact Details

<u>Country</u>	<u>3M CIR email</u>	<u>Approved Service Centre</u>	<u>Address</u>	<u>Phone</u>	<u>email</u>
UK	3missueresolution@mmm.com	POWER TOOL SALES LTD.	504-506 Portswood Road, Portswood Southampton, Hampshire, SO17 3SP - UK	+44 (0)2380 315316	rose@powertoolsalesuk.com
Ireland	3missueresolution@mmm.com	JWC POWER TOOLS - Repairs	Unit 8 Hills Centre, Johnstown Road, Dun Laoghaire, Dublin, A96 YN24, Ireland	+353 (0)1 2369877	jwcpowertool@gmail.com
UAE	Contact Customer Service Representative	UGARIT	13th Street, Building No. 2, Umm Ramool, Al Rashidiya	+97142341114	rami@ugaritpaints.com