

### **FAQ's for Distributors**

**1. Question: Is there a warranty for the 3M™ Perfect-It™ Random Orbital Polisher?**

Answer: Yes. 3M offers a two-year warranty on the 3M™ Perfect-It™ Random Orbital Polisher from the date of sale. For more information, please contact your 3M representative for more information.

**2. Q: Are brushes covered by the 2-year warranty?**

A: Wearing parts like brushes & back-up pads are not covered by the 2-year warranty.

**3. Q: My customer has damaged their Random Orbital Polishing Tool, where can they get it repaired?**

A: The local authorized service provider will be able to provide you with a quotation for repair of the tool. Please note that damage or misuse of the tool is not covered by the 2-year warranty.

**4. Q: Where can I find the contact details of my local authorized service provider?**

A: It is on the R.O. Polisher webpage.

**5. Q: Why does 3M not replace faulty tools instead of repair?**

A: 3M is committed to sustainability and if a tool can be repaired then we would make every effort to do so. IF a tool is found to be faulty under warranty and cannot be repaired then 3M would replace the tool.

**6. Q: How long would you expect a repair to take?**

A: We are aiming for the repair to take a maximum of 10 business days from receipt at the authorized service provider, but cannot guarantee a specific timescale.