

WARRANTY CLAIM

(to be enclosed when sending in a product for warranty claim)



IMPORTANT! Warranty claims are only accepted when a valid proof of purchase is enclosed.

1. CUSTOMER / COMPANY DETAILS

(Completed information is required for processing)

Company / Salon (if applicable): _____

First and last name: _____

Address: _____

Postal code: _____

City: _____

Mobile phone number: _____

Email address: _____

2. PRODUCT INFORMATION



Brand →

Wahl

Moser

Gamma+

StyleCraft

Product name / Model: _____

Place of purchase / Wholesaler / Store: _____

Date of purchase: _____

3. DESCRIPTION OF THE FAULT

(Please describe the fault as clearly as possible. If necessary, a separate sheet may be enclosed.)

4. INVOICE / RECEIPT

(Must be enclosed for the warranty claim to be evaluated)

Invoice / receipt is enclosed **in the package**

OR

Invoice / receipt has been **emailed to the service workshop**

SALON TOOLS SCANDINAVIA SERVICE AB

Prästavägen 254

263 91 Höganäs

Sweden

Telephone: +46 42 495 85 29

Email: info@salontoolsservice.se

Webb: www.salontoolsservice.se



On the next page you will find the General Warranty Policy →

GENERAL WARRANTY POLICY

Applies to Wahl, Moser, Gamma+ and StyleCraft

1. Scope of the Warranty

The manufacturer provides a warranty for small electrical appliances, covering that the product is free from material and manufacturing defects.

The warranty does **not** cover parts subject to normal wear and tear, such as:

- cutting sets and blades
- drive components
- cutter blades
- removable brushes
- attachment combs
- batteries and battery cells

These parts are considered consumable items (wear and tear) and are not covered by the warranty.

The warranty does not apply if:

- the appliance has been used incorrectly or handled carelessly
- the appliance has been damaged due to overload, improper use, or foreign objects
- the defect occurs as a result of failure to follow the operating instructions
- repairs or attempts at repair have been carried out by a non-authorized service workshop

2. Warranty Period

The warranty period begins on the date the product is delivered to the end customer.

The place of purchase and date of purchase must be verified by a valid proof of purchase, such as:

- receipt
- **or a**
- invoice

3. Warranty Claims and Corrective Action

Defects that arise during the warranty period and are reported in writing within three weeks from the date the defect occurred will be remedied free of charge under the terms of this warranty.

Repairs or evaluations are carried out by an authorized service workshop.

An approved warranty claim does not extend or renew the original warranty period.



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4. Unjustified Warranty Claims

If, after inspection and troubleshooting, a warranty claim is deemed unjustified, for example if the defect is not covered by the applicable warranty, **Salon Tools Scandinavia Service AB** reserves the right to charge the customer.

Charges may include, but are not limited to:

- labor costs for troubleshooting, technical inspection, and handling
- any service or handling fees
- shipping costs to and from the service workshop

Charges are applied in accordance with the price list in effect at the time. The customer will be informed during the assessment if the case is not covered by the warranty.

SALON TOOLS
SCANDINAVIA



40 års erfarenhet

FRISÖRERNAS VERKSTAD

Auktoriserad verkstad



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