

Request form: 30 Day Back Guarantee

Please send this completely filled in form immediately after you have received the machine from the end customer to us via fax for approval.

Addresser (Dealer stamp)

Date	Dealer ID (Customer #)	Dealer's Contact Person
Festool Invoice #	Festool Part #	

Shipping Address: Tooltechnic Systems (Aust) Pty Ltd 21-27 Evolution Drive Dandenong South VIC 3175	Fax number: 03 8845 7079 Tel. number: 1300 063 900
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Below mentioned end customer applies for "30 Day Money Back Guarantee". The machine is lightly used, in original packaging and complete up to its standard scope of delivery. The machine has been returned within 30 days after purchase (see invoice date) and the request is based upon the SERVICE all-inclusive warranty and service conditions.

Machine Type	TNR (Part number)	SNR (Serial Number)	Purchase date

Advice for end customers:

Festool reserves its right to reduce the total money back amount if the returned machine has severe traces of usage (internal: C3), see also the warranty and service conditions.

End Customer data

Full Name:	
ID:	
Company:	
Street:	
Post Code:	
City:	
Tel. No:	
Email:	

Instead of this machine the customer bought:

The end customer has proven his right for this offer via his original invoice. A copy of this invoice is attached to this form.

Date Signature/Initials Dealer:

Internal remarks (Festool employees only):			
Request checked and approved:
	Date	Employee Signature	
Credit processed – new tool sent:
	Date	Employee Signature	Credit note no.

30 Day Money Back Guarantee – Feedback



Customer Details:

Full Name:	
Customer ID:	Company Name:
Address:	
Postal Code:	No. of Employees:
Contact Person:	Phone:
E-Mail address:	
Dealer name:	Dealer No. (SAP No.):
Date:	Sales Rep. name / no.:

Customer Feedback:

A. Why was the tool returned to the dealer?	<input type="checkbox"/> Incorrect product supplied <input type="checkbox"/> I ordered the wrong item <input type="checkbox"/> The performance of the tool was not what I expected <input type="checkbox"/> Received incorrect purchase advice – the tool is not suited for my application <input type="checkbox"/> I changed my mind <input type="checkbox"/> Other: please explain
B. Did you purchase a replacement Festool machine?	<input type="checkbox"/> Yes <input type="checkbox"/> No
C. If not what alternative manufacturer did you choose and why?	
D. What is your primary type of business?	<input type="checkbox"/> Woodworking <input type="checkbox"/> Construction <input type="checkbox"/> Automotive <input type="checkbox"/> other:
E. Have you used this service before?	<input type="checkbox"/> Yes → No. of cases:



	<input type="checkbox"/> No:
F. How satisfied have you been by accessing this service? (in school marks)	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6
G. Would you buy additional tools from Festool due to this service offer?	<input type="checkbox"/> Yes <input type="checkbox"/> No