



## SENIX Tools Warranty Service Policy (Thailand)

**SENIX (Thailand)** provides a warranty on Eligible Products purchased from authorised Senix retailers.

Where there is an inconsistency between a provision in this Short Form Warranty and a provision in the Product Warranty, the provision in the Product Warranty will take priority and apply.

This warranty covers defects in material, manufacture, or workmanship, excluding specified exclusions.

### 1.Warranty Period:

The warranty period for all types of products is calculated from the original purchase date of the relevant products or 90 days after the date of manufacture of the products.

- a.Lithium power tools: 2 years
- b.Lithium battery packs: 1 years
- c.Chargers: 1 years
- d.Ac tools : 2 years
- e.Petrol products:1 year

### 2.Warranty Exclusions:

This warranty does not apply where:

- a.The product has been repaired, tampered with, modified by unauthorized personnel, or non-original factory components have been used;
- b.the fault is due to normal wear and tear or specific consumable parts;  
(The wear of cylinders, gears, O-rings, and rotor commutators with a diameter exceeding 0.2mm is considered normal wear and tear. The wear of vulnerable parts such as carbon brushes, bearings, switches, power cords, and spark plugs is also classified as normal wear and tear.)
- c.the product has not been used, stored, or maintained as instructed;
- d.the product has been misused, abused, or used improperly;
- e.the damage was caused by a user error, accidental damage, or environmental factors;
- f.Damage to the product caused by transportation, storage, collision, water ingress, etc.

### 3.Repairs:

A product subject to a warranty claim made by a customer and accepted by Senix Tools (or its authorised repair agent) under these Warranty Terms must be provided to Senix Tools (or its authorised repair

agent) for inspection and repair.

#### 4.SENIX Warranty

The final interpretation right of this policy belongs to SENIX. All terms comply with the national laws and regulations of the sales location. This company reserves the right to modify the warranty policy.

For repaired or replaced parts, the warranty period ends with the original product's warranty period, or a 90-day warranty is provided from the date of replacement (whichever is longer).

#### 5.Product warranty table

Product category	Warranty period (from original purchase date)
Lithium power tools	3 years
Lithium battery packs	1 years
Chargers	1 years
Ac tools	3 years
Engine tools	1 year

#### Warranty card template

SENIX WARRANTY CARD	
Customer:	
Address:	
Telephone:	
Product Model:	Product Serial Number:
Ticket/Receipt Number:	Purchase Date:
Dealer:	
Address:	
Telephone:	
Dealer's Stamp or Signature:	

**Important Notice:** 1. This warranty card shall come into effect only after it is fully filled out and stamped by the dealer. Consumers should keep it properly. 2.When applying for warranty, both this card and valid purchase proof must be provided simultaneously. Neither can be missing.