

WARRANTY

If a Wahl product fails to operate within the confines of its design and intended purpose within 1 year or the warranty period stated on the packaging (provided the warranty period applies in South Africa)

Wahl will at option, repair, replace or at its own discretion authorise refunds depending on the circumstances relating to the return of a defective item.

The warranty excludes parts subject to wear and tear such as the below examples;

- Shaver foils
- Drive components
- Blade sets
- Cutting Attachments & Combs
- Batteries/Battery Cells
- PC boards
- Cords/Transformers
- Lids/Casings

(See point 2 of the General Product Warranty attached and enclosed in the packaging of all Wahl Clipper Products)

The warranty is void and no repair or replacement will be made under warranty or otherwise if:

1. The appliance has been misused or treated carelessly.
2. The product is repaired by any repairer that is not authorised by Wahl Clipper (Pty) Ltd.
3. The product has been damaged due to excessive stress, incorrect use or external influence.
4. The product has been modified in any manner.
5. The defect has been caused by failure to observe the operating instructions.

Out of Warranty Repairs

Products that have spares available and are out of warranty may be sent to any of the authorised repairers that have been appointed by Wahl Clipper (Pty) Ltd at the customer's expense. Spares and repair agents' details provided below.

Contact details

Repair agents: Bedfordview appliances (JHB): 0114501509 or email amandabedfordview@gmail.com
Orlando and Rocco (CT): 0215570705

Queries and collections: reception@wahlsa.com or call 011 454 4848/0619958647

RETURNS PROCEDURE

STEP 1 – Ensure the customer provides the **proof of purchase** and provide the customer's name, telephone number and email address. If the item is under warranty and the customer provides a **valid reason** for the return

- Products that do not work “like I want it to” is not a valid reason. (refer to handy tips below).
- Gifts without proof cannot not be repaired or returned under warranty

Proceed to step 2

STEP 2 – Pre-inspection according to you (the customer service person at store level), are you in agreement with the customers return reason?

- Confirmation of legitimacy (is the customer returning the product they bought, or returning a previous or older version)

The circumstances surrounding each return will differ, we kindly request that return or exchange decisions are made so that all parties involved (customer, store and supplier) benefit from the decision.

STEP 3 – Refer to the product list to check if the item is listed under ‘repair’, if not then the item must be exchanged, but only if Wahl has approved the exchange.

STEP 4 – Contact the repair agent directly for repairs (Durban stores please use the Bedfordview repair agent). If the item is listed under exchange and **is within the warranty period**, please email the below information to request approval for the exchange to reception@wahlsa.com. Upon approval, you will receive a reference number within two days of sending the email and either the courier will collect from your store, or we will request for the GRN and we will authorise to destroy the unit in store.

- The preferred method of contact is via email as we will always require the proof of purchase to authorise a refund or exchange. Please email reception@wahlsa.com
- If you choose to contact us via telephone please have the proof of purchase with you, you will be providing the date of purchase, the price of the item and the reason for the return.

REFUNDS – Please contact Wahl either via email or telephone so we can authorize refunds.

HANDY TIPS

- The customer must provide a valid detailed reason for the return.
- **These are not valid reasons**
 - The item **no longer cuts hair** (this means the blade needs to be replaced, the blade is not covered under the warranty and can be purchased from the repair agent)
 - The attachment or blade broke.
 - I don't want the item.
 - It doesn't work.
 - I am not satisfied.
- Please ask the customer for details e.g.; The customer says the item doesn't work. Does this mean the machine doesn't cut or doesn't cut to their expectation or that the item does not switch on.
- Switch on complaints – Please switch on the item in store or if it is a rechargeable item charge the item in store and then switch it on, if the item still does not switch on, please exchange it for the customer.
- In keeping with the terms of our warranty, the cost of sending items for repair or exchanging items when Wahl has advised not to do so, will be charged to the store or the customer.

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ITEMS TO BE REPAIRED

