

AEG POWERTOOLS Service Policy & Procedures



AEG POWERTOOLS Flat-Rate Price (Maximum Repair Price):

ABH-22	ABH-26L	ABS-2	AWS-6	AWS-18
\$ 135.00	\$ 250.00	\$ 115.00	\$ 40.00	\$ 110.00

Note: AEG POWERTOOLS Factory Service Centers only repair the products listed above

AEG POWERTOOLS Service Procedures:

1. Carefully package the product, using sufficient packaging materials, to prevent damage.
2. Cartons used for shipping should be of a strong outer packaging having a 275 lb burst strength or 44 lb edge crush test certificate rating.
3. Include paperwork which has the following information:
 - a. Your name, address, daytime phone number, e-mail address, preferred method to be contacted
 - b. Tool model number and serial number
 - c. Description of the product problem
 - d. Copy of the purchase receipt if available
4. We recommend the package be shipped via FedEx or UPS. If the package is shipped via USPS, AEG will not be responsible for lost packages.
5. If the product is covered under warranty the return shipping cost will be paid by AEG Factory Service
6. If the product is not covered under warranty you will be contacted with a repair cost.

Please send your product prepaid to the nearest location to you:

AEG POWERTOOLS Factory Service
1130 North Magnolia Avenue
Anaheim, CA 92801

AEG POWERTOOLS Factory Service
1103 Sycamore Avenue
Greenwood, MS 38930

AEG Service Policies:

AEG REPAIR POLICY: Products are examined to determine the extent of repair required. Damaged or modified cords ARE repaired with a new cord/plug to comply with AEG policy and Federal Regulations. AEG Factory Service does not provide Tear Down estimates- If evaluation shows no defects in parts and/or workmanship, you will be charged the lower of either the current AEG "Flat-Rate" price or the actual repair cost, in addition to any return shipping, handling and applicable sales tax. Upon completion, the tool is safety tested to assure it has been restored both mechanically and electrically to a like new condition. AEG Factory Service reserves the right to deem a tool beyond reasonable repair if the parts needed to return the tool to safe working condition exceeds the economical value of the tool or parts are no longer available.

AEG SAFETY POLICY: Unrepaired power tools are UNSAFE and potentially DANGEROUS. INJURY or DEATH can occur from an electrical shock or mechanical malfunction of an Unrepaired Tool. The electrical and mechanical safety of an Unrepaired Tool has not been determined, therefore, it is recommended that the tool be repaired and safety checked before being used. UNREPAIRED TOOLS ARE RETURNED DISASSEMBLED.

AEG Factory Service is not responsible for lost or missing packages. In case of lost or missing packages, a claim with shipper must be initiated by shipping party. Make sure that you keep your tracking numbers for possible future use. AEG Factory Service. does not keep tracking numbers on file.

AEG POWERTOOLS Service Service Returns Form



- Company Name: _____
- Name: _____
- Address: _____
- City: _____ State: _____ Zip Code: _____
- Daytime Phone Number: _____
- Email Address: _____
- Preferred Method of Contact: _____
- Tool Model Number: _____
- Tool Serial Number: _____
- Description of Problem: _____

