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Spare Parts for Electrical Tools Supply Policy

In accordance with Decree No. 2014-1482 of December 9, 2014, relating to the obligations of information and supply concerning spare parts, essential for the use of goods and published in Official Journal No. 0286 of December 11, 2014, and Article L111-3 of the Commercial Code:

- **FARGROUP** guarantees the availability of spare parts on the electrical machines in its ranges, for a period of **ten years** from the first date of the model's introduction onto the French market. This service applies to the aforementioned products from March 1, 2015. It does not fall within the scope of retroactivity.

- This commitment applies to all parts capable of being dismantled and replaced by a non-professional user, and not requiring any special skills nor the intervention of an approved technician. The supply will be made based on the tariff in force at the time of the request.

For other maintenance and repair operations requiring approved technical expertise, the individual should contact the company's after-sales service, which will provide him with an estimate for the repair of the device (shipping and return costs remaining at his expense).

- The scope of this warranty applies to the parts said to be essential for the correct operation of the machine, such as the on/off switch, the brushes, or the drive belts of the motors, which do not require any technical skills.

- The availability of spare parts applies to all of our electrical products except in the event of changes in territorial or international regulations, prohibiting, regulating or even limiting the placing on the market of one or more spare parts/components.

(As an example, NICD batteries are now banned from import, so they no longer automatically fall within the scope of spare parts availability).

In the event of failure or impossibility of one or more of the company's suppliers, the latter undertakes to make every effort to repair the defective product or else will offer an equitable solution of compensation to the final customer.

10 years
Spare parts