

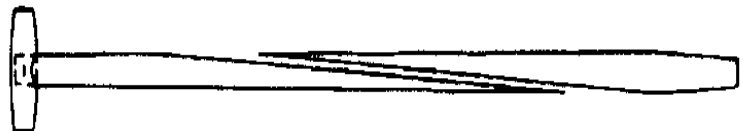


GENERAL RULES ON GUARANTEE

- a) GUARANTEE = In case of private or professional end user (B2C) always return to the point of sale where the tool was purchased.
In case of dealer (B2B) always return to factory - contact your representative or the back office at info@polet.be for proper handling.
- b) Packaging damage on delivery and transport = always GUARANTEE
- c) Starko, Gardenline, Constructline, Gardening 4 Kids, Junior Tools and similar: folding is not covered by warranty
- d) All spades with open dowels (models Antwerp / Tongeren / ladies' spade steel or stainless steel) folded are not covered by warranty. A spade with open taper is fine for light soil and for the less frequent user. If you have heavy soil or use your spade intensively, we recommend using a spade with a double spring.
- e) General remarks handles : 1. Dried out wood = GUARANTEE

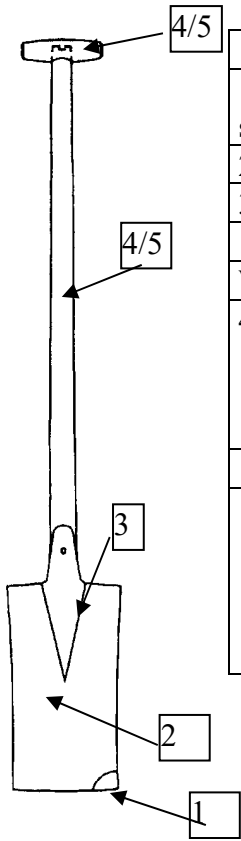


2. Length fracture = excessive force = no guarantee



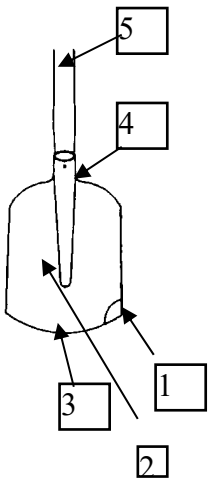
- g) More intense, clearly longer-used tools, the newness of which is no longer clearly visible, are not covered by the guarantee regulations
- h) Sledgehammers, splitting hammers and axes with clear signs of miss hitting (hitting the handle) are not covered by the guarantee

1. SPADES



What happened?	Cause	Action
1) Broken-off piece of spade blade	Steel that is too hard or brittle	Guarantee
2) Folded spade blade	Improper use of client	No guarantee
3) Spring tears off	Manufacturing error	Guarantee
Wooden handles		
4) Handle breaks	See general rule wooden handles	Guarantee
Hilt comes loose Rivet	Rivet pulled through	
Nupla handles		
5) 3001 and 5001 handles: 9001 handles	a. Polypropylene at bottom cracked b. Broken hilt c. Rivet pulled through a. Hilt comes loose b. Rivet pulled through	Guarantee No guarantee Guarantee Guarantee Guarantee

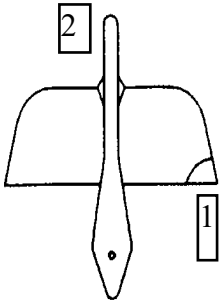
2. SHOVELS - ALU SHOVEL



What happened?	Cause	Action
1) Broken-off piece	Steel that is too hard or brittle	Guarantee
2) Folding	Use as leverage	No Guarantee
3) Curl up	Manufacturing error – hardening process	Guarantee
4) Tearing off dull	Wrong handle assembly/use as leverage	No Guarantee
5) Handle is fractured	General rules fracture of handles	

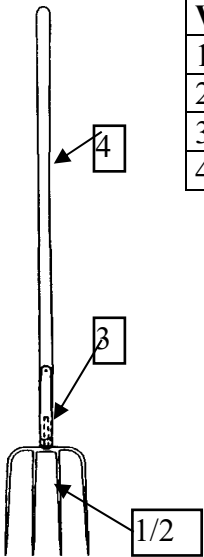


3. GARDEN TOOLS: HOES



What happened	Cause	Action
1) Broken-off piece	Steel that is too hard or brittle	Guarantee
2) Forged seam cracks	Manufacturing error	Guarantee
3) Folded - abnormal deformation		No Guarantee
4) Handle is fractured	General rules fracture of handles	

4. RAKES AND FORKS



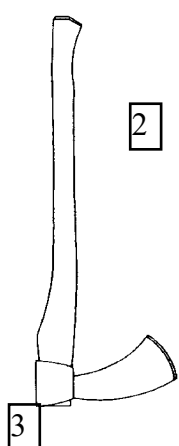
What happened	Cause	Action
1) Crooked teeth and folded teeth	Manufacturing error	Guarantee
2) Teeth breaking off	Manufacturing error	Guarantee
3) Socket	Handle comes loose	Guarantee
4) Handle is fractured	General rules fracture of handles	



5. PRUNING TOOLS

What happened?	Cause	Action
1) Saw blades Felco – Silky – ARS – Polet – De Pypere break	Misuse. Use only pulling!!!	No guarantee
2) Damaged blades	Jagged - twisted	No guarantee
3) Branch loppers	Arms fold or break	No guarantee

6. WOOD AND FORESTRY TOOLS



What happened?	Cause	Action
2) Axe - splitting hammer Sledgehammers Breaking handle	General rules fracture of handles Broken handles caused by hitting the wood (miss hitting) are not covered by guarantee	
3) Wedge - cleaver Hammered side beaten over (mushroom shape)	- Cleaver is not suitable for use as a sledgehammer - Hammer side is unhardened for the safety of the user	No guarantee

7. CONSTRUCTION AND EARTHMOVING TOOLS

What happened?	Cause	Action
1) Broken-off piece	Manufacturing error	Guarantee
2) Handle breaks	General rules fracture of handles	
3) Folds	Folded levers, picks, crowbars	No guarantee
4) Folds in general		No guarantee
5) Welds tear - break	Manufacturing error	Guarantee



8. TOOLS WITH FIBERGLASS HANDLES

What happened?	Cause	Action
1) Loosening of glue		Guarantee
2) Glass fibre or polypropylene (yellow or red plastic) is damaged	Knocked over to the other side	No guarantee
3) Black handle PVC comes loose		Guarantee
4) Folds in general		No guarantee

9001 treespades

9001 tree spades with a folded spring and/or blade are not replaced

Spades with a 10% wear pattern will not be replaced

(e.g. blade length 35cm - worn down to 32cm)

All spades on which you find that abnormal forces have been used are not covered by the guarantee.

Will be replaced as guarantee :

1. adapter piece comes more than 6cm above the spring edge and the spring is folded (old models)
2. the weld on the reinforcement ring is broken and this causes the spring to fold