



Warranty overview - Tools and other products

Tools and all other DCCconcepts products

Tools

In general, tools last forever if well used, and carelessness is always going to be the cause of most damage, so warranty is an easy thing.

If it was perfect when you sold it and then it broke... suspect customer use as the problem.

There is ONE exception.

We very slightly over-harden the jaws of our high quality track-cutters so that they will stay sharp longer.

We felt this was better than a tool that would lose its edge reasonably fast as one popular brand does.

Because of this, if best practice isn't used (Cut rail from top to bottom not side to side for the cleanest cut & least strain on the cutters) or if they cut larger than code 100, then it is possible a blade may snap.

If this happens and there is NO other sign of damage such as deep grooves in the edge indicating use on wrong materials, then please replace them.

We will replace them to you free of charge (Its not common - perhaps 1 per 300 or so, but it does happen).

Other DCCconcepts products.

In general we offer a 12 month warranty on all items were a different period is not specified.

We happily follow all local rules and regulations for each country and we acknowledge our responsibilities as well as we can. We just ask you to take a methodical approach to warranty. **So... "Use common sense".**

- Validate the sale date and check receipts as necessary.
- Read your customer from his attitude and approach ...and the words he uses.
- Give support where it's deserved, not in order to avoid conflict.
- Make a sensible judgement and we will support you.
- If you are not sure, check with us first or ask your local distributor.

What is NEVER going to be warranty... again, this is mostly common sense!

- **Modified items.** Eg: Cobalt with plastic case cut or drilled, lamps that have been modified, or most things that have been cut / bent / changed from the way they were when we sold them to you.
- **Packaging damage.** Every item leaves our shelves in top condition. We check as we pack them. If the packaging was damaged when you received it, you should have told us or your distributor about it and / or claimed on the carrier or your insurance. There are strict policies for this with most carriers. So - if you sold it and the customer finds it has damaged packaging, its between you, your carrier and him!
- **Incomplete returns.** It left us complete. It must be returned complete. If the harness is missing, the accessories are missing, or in some cases, the packaging or parts are incomplete, then its not complete.

This is especially important with things like Cobalt motors where the fulcrum bar is part of the case tooling and made 1:1 with the case when it is injection moulded. Use good judgement and take care please.

What to do? Its common sense - If they return one without the fulcrum and accessories, give them one without them... and return the ones from the replacement with the warranty return so that it IS complete.

- **EBAY or similar "resale online" purchases.** By definition most E-bay sales are second hand. We value real specialists within the hobby so we do not support resellers without bricks and mortar stores as the core of their business.

We hope this quick overview is of help to you.

Please read all of the detailed warranty and customer service info we have made available here.