Keencut Warranty



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1. THE KEENCUT GUARANTEE: 5 YEARS WHEN YOU REGISTER

1.1 The 5-Year Guarantee Registration

Every new Keencut cutting machine comes with a **2-year guarantee**. Register it within 90 days of purchase, and we will extend your guarantee to **5 years, free of charge**.

Registration is essential to qualify for the 5-year guarantee. If you don't register within 90 days, your machine will have a 2-year guarantee.

Keencut benches, stands, Safety Straight Edges, accessories and spare parts come with a **2-year guarantee** from the date of purchase. These products do not need to be registered and do not have serial numbers.

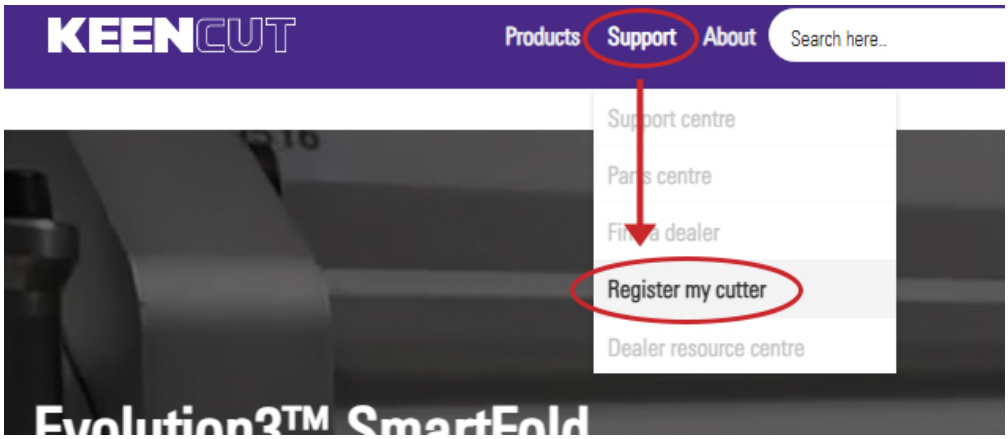


1.2 How to register your machine

Visit **keencut.com** and select **Register my cutter** or, if supplied, scan the QR code on your machine, its box or its welcome card.

You will need your machine's serial number, which you can find on the label attached to the machine.

We will confirm your registration by email.





1.3 A few important things to know

- To get 5 years, you must register within 90 days of the date on your invoice.
- Your guarantee always starts from the invoice date, not the registration date.
- Keep your invoice safe. You will need a copy if you make a claim. If you cannot provide one, the guarantee will run from the date Keencut shipped your machine.
- If you have previously registered your machine through a **My Account on keencut.com**, it remains registered.
- Bought before 2027? You can register at any time. Your guarantee is unchanged.



1.4 What the guarantee covers

The guarantee covers defects in materials or workmanship in Keencut cutting machines, benches, stands, Safety Straight Edges, accessories and spare parts.

If a product or part is defective, we will repair or replace it free of charge, provided it has been assembled, set up and used according to the Keencut instructions. Keencut will decide whether to repair or replace it.

To get you cutting again as quickly as possible, we may send you a replacement part to fit yourself. This will not affect the rest of your guarantee.

Repairs and replacements do not extend or restart the guarantee period.



1.5 What the guarantee does not cover

- Blades, cutting strips, sightline strips and other consumable parts.
- Damage caused by accidents or misuse.
- Damage caused by assembly, set-up or use that does not follow the Keencut instructions.
- Faults caused by modifications or repairs not carried out by Keencut or an authorised Keencut dealer.
- Indirect losses, such as lost production or profit.



1.6 Who the guarantee covers

The original purchaser of a new product bought from Keencut or an authorised Keencut dealer, anywhere in the world.

The guarantee cannot be transferred to a later owner.

2. MAKING A CLAIM

2.1 If you experience a problem with your Keencut product, here's what to do:

Check the installation

Make sure you have followed every step in the Keencut installation manual or video. Incorrect installation is the most common cause of problems and can often be put right quickly, without special tools or parts.

Contact your dealer

Keencut dealers are trained to help with technical problems and have priority access to our technical team.

Contact Keencut if your dealer cannot help

Get in touch using the details below:
Email: **support@keencut.co.uk**

Please include:

- Your product model and, for cutting machines, the serial number.
- A description of the problem.
- Photos or a video, if helpful.
- A copy of your purchase invoice.

We may ask for further information or some simple checks before agreeing on the best way to resolve the problem. Making a claim does not automatically mean that a repair or replacement has been approved.

Limited warranty: products bought in the USA

For products bought in the USA, this guarantee is a limited warranty given by Keencut Inc, 1315 Walnut Street, Suite 320, Philadelphia, PA 19107, USA, **(716) 748-6203**, **sales@keencut.com**. Registration within 90 days is a condition of the 5-year term, as set out above. The owner pays for shipping to Keencut; Keencut pays to return the repaired or replacement product.



ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS WARRANTY. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

KEENCUT IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SUCH AS LOST PRODUCTION OR LOST PROFIT. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Limited warranty: products bought in Canada

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This warranty adds to the rights you have under the law of your province or territory and does not take any of them away. Where that law does not allow a limitation or exclusion in this warranty, the limitation or exclusion does not apply to you.

Limited warranty: products bought anywhere else

For products bought outside the USA and Canada, this guarantee is given free of charge by Keencut Ltd, Baird Road, Corby NN17 5ZA, United Kingdom. It adds to your legal rights and does not affect them. If you are a consumer, you also have legal rights against the seller if goods are faulty or not as described, and you can choose whether to claim under this guarantee or under those rights. Nothing in this guarantee limits any liability that cannot be limited by law.

