

Our Warranty

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

In Plain English – The Warranty Does Cover:

All Pruning and Gardening products are guaranteed against defects of materials and workmanship for a period of 24 months from the date of purchase.

Our Cleaning Products, Trimmer Heads and Watering Equipment are guaranteed against defects of materials and workmanship for a period of 12 months from the date of purchase.

Please retain your tax invoice as proof of purchase.

CutAbove Tools will repair, replace with the same or similar product, or provide a refund dependent upon the extent of failure.

What the Warranty Does NOT Cover:

The Warranty does not cover damage associated with normal wear, mishandling, inappropriate use or neglect. The warranty does not cover blades unless there is a breakage during its first use. Replacement blades are readily available.

As a user it is recommended that you periodically clean and service your equipment. Keep clean and free from sap, tighten nuts and/or bolts, lubricate and sharpen as required. Store in a dry environment.

Particular thought should be given to the object you are cutting. If it is live and green and fits into the jaw of the tools you should be able to cut it. For darker timbers (under hedges) and dead wood consider using a larger tool or saw.

Prior to making a warranty claim please make an assessment as to whether the product has been inappropriately used. We have a comprehensive range of sensibly priced spare parts to extend the life of your tool that may have been overstretched or simply worn out.

Contact Details

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