

Wahl Certified Exchange

Revised 01/02/2022

What is Wahl Certified Exchange?

Wahl offer you an opportunity to responsibly recycle your existing clipper when it's in need of service or repair.

Wahl Certified Exchange Products are pre-owned Wahl clippers and trimmers that undergo Wahl's rigorous service and testing process prior to being offered for exchange. Each Wahl Certified Exchange Product will:

- Be put through an intense cleaning and inspection process
- Undergo stringent operational testing
- Be fitted with a new battery on all rechargeable products
- Receive a replacement lid or housing when necessary
- Be fitted with a fully sharpened replacement blade, or
- Receive a new disposable blade set (dependent on blade type)
- Undergo cleaning and replacement where necessary on mains leads
- Receive replacement component parts if necessary
- Be repackaged in postal packaging

How do I use the Exchange service?

- Call 01227 740066 to book your exchange
- Receive your exchange confirmation email
- Return your product to Wahl (At Customer own cost)
- ONLY once your product has been received will your exchange take place
- Your exchange will be delivered in 3 working days of receipt of product
- Products for the Wahl Certified Exchange facility must be in a complete, clean, undamaged condition. Chargers and charging stands are not included as part of the exchange service.
- Wahl (UK) Limited has a right to refuse any product that is deemed unrepairable due to wear and tear, Accidental damage. Any unsuitable products will be returned to the customer and a refund issued within 14 days.

Exchange Advice

All Certified Exchange Clippers/Trimmers are to be booked in via our Customer Service team or online facility (When Available)

Once payment has been taken, the customer will receive email confirmation detailing the order number along with the address to return the product to.

What do I need to send?

Your Confirmation email will detail your order number along with the address to return your product back to Wahl. When returning ensure your clipper or trimmer is securely packaged with your clear order number on the front of the packaging

Where do I post to?

Wahl (UK) Ltd, Certified Exchange, Sterling House, Clipper Close, Ramsgate. Kent CT12 5GG

What is the delivery time?

ONLY Once your product has been received, will your Exchange take place. Your Exchange will be delivered in 3 working days

What are the Exchange Prices?

Standard Certified Exchange Products	£29.50	Including P&P
Premium Certified Exchange Products	£39.50	Including P&P

Do I have a warranty on my Exchange product?

Yes, your exchange is covered by a 12-month Service warranty.

Terms & Conditions

- Delivery time for a Certified Exchange is 3 working days from receipt of your product
- Products for the Certified Exchange facility must be in a complete, clean, undamaged condition.
- Wahl (UK) Limited has a right to refuse any product that is deemed unrepairable due to wear and tear, Accidental damage. Any unsuitable products will be returned to the customer and a refund issued within 14 days.
- Wahl Certified Exchange Products will only contain the clipper or trimmer. No transformer or charging stand. No accessories are included.
- 12 Month Service Warranty on all Exchanges.
- Any delivery/Invoice discrepancies must be reported to Wahl Customer Service within 5 days of receipt. We reserve the right to refuse claims outside this period.

Wahl (UK) Ltd, in association with our electronic waste recycling partners, are proud to recycle 98% of our electrical waste. Any non-recyclable waste components are used in a waste for energy programme.

Wahl Repair Service

Wahl (UK) Ltd, provide a Repair Service for a wide selection of Wahl clippers and trimmers. All products for Repair, undergo Wahl's rigorous service and testing process before being returned to the customer.

Each Wahl product repaired will:

- Be put through an intense cleaning and inspection process
- Undergo stringent operational testing
- Be fitted with a new battery on all rechargeable products
- Be fitted with a fully sharpened replacement blade, or
- Receive a new disposable blade set (dependent on blade type)
- Undergo cleaning and replacement where necessary on mains leads
- Receive replacement component parts if necessary
- Be repackaged in postal packaging

How do I book the Repair Service?

- Call 01227 740066 to book in your Repair
- Receive confirmation email
- Return your Product to Wahl (At customers own cost)
- ONLY Once your product has been received can your Repair take place
- Your Repaired product will be delivered in 7 working days

All Repairs are to be booked in via our Customer Service team or online facility. Once payment has been taken you will receive email confirmation detailing your order number along with the address to return your product to.

Products for repair must be in a complete, clean, undamaged condition.

Your clipper or trimmer will need to be securely packaged in a box or jiffy bag. Ensuring your reference number is clearly stated on the outside of the packaging before returning.

Standard Repair

£39.50

Including P&P

Super Taper (corded), Taper 2000, Academy clipper, Pro Clip, Balding, Magic Clip (mains), Icon, Super Trimmer, Hero, Legend, Super Taper Chrome, Super Taper 5*, Super Micro, Detailer 5*, Bella, Academy Trimmer, Arco Mini.

Premium Repair

£49.50

Including P&P

Cordless Super Taper, Cordless Magic Clip, Sterling 2 5*, Cordless Senior, T-Cut, Cordless Detailer, Finale 5*, Cordless Detailer Li, Chromstyle Pro, Genio Pro, Bellina, Beretto, Motion, Nano, Lithium Beret, Sterling 2, Creativa, Chrom2style, Bravura, Max 45, KM5, KM10, KM Cordless, Arco, SuperGroom.

I have a rechargeable product; do I send the charger too?

If your product is failing to charge, then yes, we would recommend returning the Charger along with your product for testing.

Are Competition blades included in my repair?

No, each Competition blade will be charged at the Sharpening rate.

What do I need to send?

Your Confirmation email will detail your order number along with the address to return your product back to Wahl. When returning ensure your clipper or trimmer is securely packaged with your clear order number on the front of the packaging

Where do I post to?

Wahl (UK) Ltd, Repair Service, Sterling House, Clipper Close, Ramsgate. Kent CT12 5GG

What is the delivery time?

Your repaired product will be delivered in 7 working days of receipt.

Terms & Conditions

- Payment will be required before any repair work is completed.
- Delivery time for a Repair is 7 working days from receipt of your product
- Wahl (UK) Ltd has the right to refuse any damaged Products. Products for the repair service must be in a complete, clean, undamaged condition. The Technician has a right to refuse any Product that is deemed unrepairable due to wear and tear, accidental damage. Any products unsuitable for repair will be returned to the customer unrepared and a refund issued within 14 days.
- 12 Month Service Warranty on all repairs.
- Any delivery/Invoice discrepancies must be reported to Wahl Customer Service within 5 days of receipt. We reserve the right to refuse claims outside this period.

Blade Sharpening

Wahl offers the chance to have your own blunt blades sharpened, as long as your blade set is sharpenable. Blades must be in a complete and undamaged condition to qualify for this service.

Wahl Blade Sharpening prices.

- Screw on blades £7.50 (Top & Bottom blades are required)

- Snap on blades £8.50 (please do not dismantle the blade set)

Blades that can be sharpened may also be offered on the Blade Exchange except the Moser wide blade that we only offer the sharpening service for.

Non Sharpenable blades

We are unable to sharpen the following blade types: KM1854-7351, KM1854-7505, KM1230-7820, 2559. All Trimmer blades are non sharpenable, due to the fineness of the teeth, a new blade can be purchased

Where do I post to?

Wahl (UK) Ltd, Blade Sharpening, Sterling House, Clipper Close, Ramsgate. Kent CT12 5GG

What is the delivery time?

Your Sharpened Blade will be delivered in 7 working days of receipt.

Terms & Conditions

- Your Sharpened Blade will be delivered in 7 working days of receipt.
- Products for Sharpening must be in a complete, clean, undamaged condition.
- Wahl (UK) Limited has a right to refuse any product that is deemed unsharpenable due to wear and tear, Accidental damage. Any unsuitable products will be returned to the customer and a refund issued within 14 days.
- Wahl Blade Sharpening or Exchange does not include a fitting service.
- All orders under £10 are subject to a delivery charge.
- Any delivery/Invoice discrepancies must be reported to Wahl Customer Service within 5 days of receipt. We reserve the right to refuse claims outside this period.

Wahl Blade Exchange

Wahl Blade Exchange offers the chance to exchange your blunt blades for a pre sharpened set as long as your blade set is sharpenable. Blades must be in a complete and undamaged condition to qualify for this service.

How do I use the Exchange service?

- Call 01227 740066 to book your exchange
- Receive your exchange confirmation email
- Return your product to Wahl (At customers own cost)
- ONLY once your blades have been received will your exchange take place

- Your exchange will be delivered in 3 working days of receipt of product
- Products for the Wahl Blade Exchange facility must be in a complete, clean, undamaged condition.
- Wahl (UK) Limited has a right to refuse any product that is deemed unrepairable due to wear and tear, Accidental damage. Any unsuitable products will be returned to the customer and a refund issued within 14 days.

Wahl Blade Exchange prices

Screw on blades £6.50 (Top & Bottom blades are required)

Snap on blades £7.50 (please do not dismantle the blade set)

Trimmer blades are non sharpenable, due to the fineness of the teeth, a new blade can be purchased

Where do I post to?

Wahl (UK) Ltd, Certified Exchange, Sterling House, Clipper Close, Ramsgate. Kent CT12 5GG

What is the delivery time?

Your Blade Exchange will be delivered in 3 working days of receipt.

Terms & Conditions

- Delivery time for a Blade Exchange is 3 working days from receipt of your Blades.
- Products for the Certified Exchange facility must be in a complete, clean, undamaged condition.
- Wahl (UK) Limited has a right to refuse any product that is deemed unsharpenable due to wear and tear, Accidental damage. Any unsuitable products will be returned to the customer and a refund issued within 14 days.
- Wahl Blade Sharpening or Exchange does not include a fitting service.
- All orders under £10 are subject to a delivery charge.
- Any delivery/Invoice discrepancies must be reported to Wahl Customer Service within 5 days of receipt. We reserve the right to refuse claims outside this period.

Replacement blades can also be purchased direct from our website www.wahl.co.uk

Blade Advice

How can I look after my blades?

We recommend storing your blades in a low moisture environment to avoid corrosion. A padded blade storage case or pouch will help keep them safe and keep them from getting chipped or dropped which can break them or knock them out of alignment.