



**RYOBI**

**24/7 ONLINE**

# **RAPID SERVICE**

RYOBI® RAPID SERVICE is a convenient way to get your tools repaired online 24/7. Simply login, choose the pick-up location and the return address for your tools and leave the rest to us. We'll notify you at each stage of the repair process and progression can be tracked online, ensuring your tool is repaired and returned as quickly and safely as possible.



Repairs by qualified  
RYOBI® Technicians



Using original RYOBI®  
spare parts



With free pick up  
and delivery



**REGISTER  
YOUR TOOL  
TODAY**

Find out more at [ryobitools.eu](https://ryobitools.eu)

# 7 EASY STEPS

Log into your RYOBI® RAPID SERVICE customer account and track your repair service from start to finish

# RYOBI®



## STEP 1 REGISTER ONLINE

Go to the RYOBI® website (which you can find at the bottom of this page) or scan the below QR code to add the damaged tool to your list of tools and click order repair.\* Make sure to check whether your tool is covered by the warranty or not.

\*Log in to RAPID SERVICE using your login and password from your Extended Warranty registration site. You will also see all your registered tools there



## STEP 2 CHOOSE COLLECTION AND RETURN POINT

Pick-up and deliver to the location of your choice:

- A) Pickup and delivery to your home
- B) Pickup and delivery to location of your choice
- C) Pickup and delivery to selected point in the carrier's network



## STEP 3 DESCRIBE THE ISSUE

Add details about your tool's issue and choose to receive a tracking message via email or SMS.



## STEP 4 CONFIRM SERVICE

Confirm the Repair Service. Once you have confirmed the order, you can view the summary of the repair details and make changes if necessary.



## STEP 5 PRINT THE LABEL

If everything is in order, print the label and stick it on the package or select to have the label brought by the courier.\*

\*This option is dependent on pick-up method and courier selected



## STEP 6 TRACK PROGRESS

You can monitor the progress of the repair at the following stages:

- 1) Pick-up of the tool by the courier
- 2) Delivery to the RYOBI service centre
- 3) Repair completed
- 4) Collection of the tool by the courier from the RYOBI service centre



## STEP 7 TOOL DELIVERY

Receive your repaired tool and you are done!



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