

## **Standard 12 months warranty terms & conditions**

### **THESE CONDITIONS DO NOT AFFECT THE CUSTOMERS STATUTORY RIGHTS**

The warranty does not affect the statutory rights of the customer but if the customer wishes to have the benefit of the company's warranty conditions the customer must comply with the provisions set out below.

In the event of a defect in the goods supplied becoming apparent within 12 months of delivering/installation date the Company itself or by an authorised dealer/repair agent will affect any necessary repair or replacement of parts free of charge on condition that the customer complies with the following provisions of the warranty:

Any part repaired or replaced during the 12 month warranty is covered for that duration of period.

Items of a consumable nature are not covered during the 12 month warranty period unless such items have suffered undue wear as a direct result of an original manufacturing defect.

The warranty is not transferrable.

The supply of parts is the responsibility of the manufacturer of the equipment. We would not source or use 3rd party parts.

No responsibility will be accepted where the goods have been damaged by neglect, accident or improper use. Or if the goods have been altered from the manufacturer's specifications or repairs have been attempted prior to the designated repairer being notified.

We cover all calls reported between 9am to 5pm excluding weekends and bank holidays.

## **Extended warranty terms & conditions**

### **THESE CONDITIONS DO NOT AFFECT THE CUSTOMERS STATUTORY RIGHTS**

After the 12 months period the following provisions also apply for the duration of the extended warranty:

In the event of a defect in the goods supplied becoming apparent within total warranty period; the Company itself or by an authorised dealer/repair agent will affect any necessary repair or replacement of parts free of charge on condition that the customer complies with the following provisions of the warranty:

Items of a consumable nature are not covered unless such items have suffered undue wear as a direct result of an original manufacturing defect.

The equipment has to be serviced every 12 months from the date of install for each year till the extended warranty runs out.

The service has to be carried out by the Company or by an authorised dealer/repair agent.

Items of consumable nature and any other parts that have gone through the wear and tear will have to be paid by the customer.

The price of a normal service will always be agreed upon before the service is carried out. Any additional parts or charges will be agreed before they are replaced.

No responsibility will be accepted where the goods have been damaged by neglect, accident or improper use. Or if the goods have been altered from the manufacturer's specifications or repairs/servicing has been attempted prior to the designated repairer being notified.

The warranty is not transferrable.

The supply of parts is the responsibility of the manufacturer of the equipment. We would not source or use 3rd party parts.

We cover all calls reported between 9am to 5pm excluding weekends and bank holidays.

The above conditions and charges relating to the parts covered and servicing depends upon the type of warranty bought by the customer.

Please refer to your invoice or contact us for more information if required

Dated: 06-10-2022