



# PRODUCT WARRANTY

## CERTIFICATE OF GENERAL PRODUCT WARRANTY

PHARMACY MEDICAL | NUNN BROOK ROAD | COUNTY ESTATE | HUTHWAITE | NOTTINGHAMSHIRE | NG17 2HU

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### PRODUCTS WARRANTED:

THIS WARRANTY APPLIES TO THE PRODUCTS MANUFACTURED BY PHARMACY MEDICAL ONLY.

### WARRANTY PERIOD:

PHARMACY MEDICAL WARRANTS NEW PRODUCTS TO BE FREE FROM DEFECTS IN MATERIAL AND MANUFACTURE FOR A PERIOD OF TWELVE (12) MONTHS FROM THE DATE OF DELIVERY TO THE FIRST CUSTOMER. THIS WARRANTY IS TRANSFERABLE FOR THE DURATION OF THE PERIOD OF COVERAGE TO SUBSEQUENT OWNERS SUBJECT TO PRIOR WRITTEN APPROVAL FROM PHARMACY MEDICAL. FAILURE TO NOTIFY WILL VOID THE WARRANTY.

### COVERAGE:

PHARMACY MEDICAL SHALL REPAIR, OR AT PHARMACY MEDICALS OPTION, REPLACE AND PRODUCT(S) SHOWN TO BE DEFECTIVE IN MATERIAL OR MANUFACTURE WITHIN THE 12-MONTH WARRANTY PERIOD. ANY REPAIRS CARRIED OUT BY PHARMACY MEDICAL OUTSIDE THE WARRANTY PERIOD SHALL BE CHARGED AT OUR CURRENT LABOUR RATE, CURRENTLY £60 PER HOUR FROM LEAVING OUR OFFICES TO RETURNING TO OUR OFFICES, PLUS PARTS.

### EXCLUSIONS:

THIS WARRANTY SHALL NOT APPLY TO GENERAL MAINTENANCE ITEMS SUCH AS LUBRICANTS AND OIL CHANGES ETC. IN ADDITION, THIS WARRANTY IS VOID IF PARTS NOT RECOMMENDED BY PHARMACY MEDICAL ARE USED.

### OWNER RESPONSIBILITIES:

THE OWNER IS RESPONSIBLE FOR PROPER MAINTENANCE OF ANY PRODUCT(S). ANY IMPROPER USE, INCLUDING FAILURE TO PROVIDE PROPER MAINTENANCE, OPERATION FOLLOWING DISCOVERY OF THE PARTS TO BE WORN OR DEFECTIVE, OPERATION BEYOND CAPACITY, SUBSTITUTION OF PARTS NOT APPROVED BY PHARMACY MEDICAL OR ALTERATION OR REPAIR WHICH IN PHARMACY MEDICALS JUDGMENT ADVERSELY AFFECTS THE PRODUCT(S), SHALL VOID THIS WARRANTY. PRODUCT(S) OR COMPONENTS FOR WHICH A WARRANTY CLAIM IS MADE ARE TO BE RETURNED TO PHARMACY MEDICAL AT CLAIMANTS' COST.

### VOIDING WARRANTY:

THE WARRANTY WILL BE VOID OF ANY OF THE FOLLOWING ARE EVIDENT:

- EVIDENCE OF MISUSE OR NEGLIGENCE TO THE PRODUCT(S) IN OPERATION.
- REPAIRS ARE CARRIED OUT TO THE PRODUCT(S) PRIOR TO PHARMACY MEDICAL BEING NOTIFIED.
- 3RD PARTY REPAIRS TO THE PRODUCT(S) NOT AUTHORISED BY PHARMACY MEDICAL.
- PRODUCT(S) ARE OUT OF THEIR 12-MONTH WARRANTY.
- FAILURE TO INSTALL THE PRODUCT CORRECTLY AS PER THE INSTRUCTIONS PROVIDED ON OUR CUSTOMER PORTAL.
- ANY COURSE OF ACTION NOT SANCTIONED BY PHARMACY MEDICAL OR CARRIED OUT WITHOUT PHARMACY MEDICALS NOTICE WILL VOID THE WARRANTY.

### BASIS OF WARRANTY:

THIS IS A BACK TO BASE WARRANTY. PRODUCTS WILL BE RETURNED TO PHARMACY MEDICAL FOR "BEST PRACTICE" REPAIRS TO BE CARRIED OUT. LOAN EQUIPMENT WILL NOT BE PROVIDED.

### CLAIMING WARRANTY:

UPON NOTICING ANY DEFECTS IN MATERIAL AND MANUFACTURE THE CLAIMANT MUST NOTIFY PHARMACY MEDICAL IMMEDIATELY AND FOLLOW THE PROCEDURE GIVEN TO THEM. THIS PROCEDURE WILL BE THE COURSE OF ACTION DEEMED BEST BY PHARMACY MEDICAL TO RESOLVE THE ISSUE. IF THE CLAIMANT WISHES TO FOLLOW A DIFFERENT COURSE OF ACTION, THERE MAY BE A COST IMPLICATION BASED ON THE COST TO PHARMACY MEDICAL TO RESOLVE THE ISSUE IN THIS MANNER. THIS COST WILL BE BASE ON THE COSTS SET OUT IN THE COVERAGE SECTION.

**BY USING THIS PRODUCT YOU ARE ACCEPTING THESE WARRANTY TERMS AND CONDITIONS.**