

Labcold Limited Warranty

Terms and Conditions

General

The standard warranty, with certain exclusions as set out below, is as follows: Labcold (we) warrants that the Product shall conform in all material respects with our published description and any applicable specification we have provided to the end user relating to the product. Labcold further warrants that the product will be free from material defects in design, material and workmanship for a period of 12 months from the date of delivery to the end-user, or 18 months from the date the product leaves our factory, whichever is the earlier. During this time we will, at our discretion, either repair or replace the faulty item or component provided the product had been installed, operated and maintained in accordance with manufacturer's instructions and subject to the conditions laid out in these warranty terms and conditions. Depending upon the product concerned, and the nature of the fault reported it might be necessary for it to be returned to our workshop for assessment and subsequent repair/replacement. Where a replacement is approved instead of a repair the replacement will be of similar age and condition as your original product and will benefit from the balance outstanding of the original warranty or six months whichever is the longer.

Please note Labcold does not know how or for what purpose you, the end user, will use the Product or what items you will store in or monitor with it and therefore will not be responsible for stored contents. Labcold strongly recommends that you insure the stored materials for any loss that may occur arising from a fault in the Product.

Extended warranties of greater duration than indicated above may be offered on certain products in selected markets. These will be in accordance with the terms contained in this document but subject to additional terms and restrictions as advised in the documentation pack accompanying the product where applicable.

Main Exclusions and Limitations:

The above warranty shall not apply to the following;

- Consumable items such as batteries, light bulbs and light tubes, fuses, pens, recording paper, printer cartridges etc are limited to a 30 day warranty.
- Potentially high wear and tear items such as door seals/gaskets, locks and keys, feet, wheels or castors, shelves and supports, drawer fronts or compartment flaps, power leads and plugs are limited to a 90 day warranty
- Faults arising from fair wear and tear, misuse, accidental damage, modification, incorrect or failed services to the unit, failure to follow the manufacturer's instructions, abnormal storage or working conditions, wilful damage or negligence by the user are not covered by the warranty.
- Products located other than on mainland Great Britain (includes Isle of Wight but excludes Northern Ireland and ROI as off shore islands unless alternative arrangements confirmed by Labcold in writing). On-site repairs by Labcold's own engineers can only be offered within mainland Great Britain. Products located elsewhere must be returned to Labcold or repaired under the conditions of sale issued by the vendor of the Product. The cost of transport of products or spare parts to and from locations outside the above area of coverage is not covered under this warranty.
- If a Labcold product is the subject of electrical performance testing, repair or attempted repair by third parties without the prior approval of Labcold then the warranty is invalidated.
- Where a product requires installation by qualified personnel, and that installation is not carried out by a Labcold employee or authorised contractor, then the warranty is limited to parts only and subject to the return of the defective part(s)

This warranty extends only to the Labcold product itself. Except as provided above, Labcold shall have no liability to the Customer in respect of the Product's failure to comply with the warranty set out above nor any loss in relation to stored materials, potential revenue or profit, goodwill, indirect or other consequential losses of any kind. The above states Labcold's entire liability in respect of defects in the Product other than any liability for death or personal injury directly caused by Labcold's negligence which shall not be limited or any liability which cannot by law be limited. Except as set out above, all warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded.

Labcold Ltd reserves the right to charge the user, or initiator of a claim under this warranty, if the Product is subsequently found not to be faulty, or any fault present falls outside the scope of the warranty as a result of one or more of the exclusions listed above. Charges will be made at our normal service rates for labour, parts, travel or freight, and any other associated costs incurred by Labcold in respect of inspection and subsequent repair or disposal of customer's property that falls outside the scope of this warranty.

Warranty Procedure

If you believe your Labcold product to be faulty in the first instance please contact the Labcold distributor or the vendor from whom the product was originally purchased. If you purchased directly from Labcold, or are unable to contact the original vendor, then please contact the Labcold After Sales Support team using the contact details below

In order for us to process your call we will need the following information:

- The product code for the faulty equipment
- The serial number of the product
- A copy of the original invoice or delivery note if not purchased directly from Labcold.
- An indication of the fault or problem
- The address and location of the unit
- Name, telephone number and email address of the person responsible for the product with whom we should liaise over further action.

What you can expect from Labcold:

Our objective will always be to provide you with an appropriate solution as rapidly as possible. This may mean asking you questions, or requesting that you to make checks or adjustments to provide further information in order to narrow down the issue.

The procedure will be as follows:

- Your details and those of your Labcold product (as indicated above) will be recorded on our system against your product's unique serial number.
- We may make suggestions for a solution over the phone, or you may be put in contact with a technical advisor.
- It may be possible to resolve the problem or provide an indication of the next step during your initial call. However if this is not possible we promise to call you back within one working day with further information.
- You will receive a confirmation email with a unique call reference number by email within 30 minutes of completing your call to us.
- Where a Labcold engineer is required to attend site we will do our best to get one to you within 3 working days.