

The Ciqurix 123 Warranty

1 year Advance Replacement **2** years Return to Base **3** years warranty in total

Ciqurix provides a three-year warranty (apart from on batteries and other consumables).

In year one we offer an "Advance Replacement" service where you order a replacement item first and then return the old one. In years two and three it becomes a "Return to Base" service where you must send the faulty item back to us for repair/replacement.

Warranty

We warrant that all our products are supplied free from defects in material and workmanship. We agree to repair or replace, at our option, a product that, under proper and normal use, proves to be defective within 36 months of purchase (apart from as excepted below). If we choose to replace a product, we may, at our option, use refurbished items that are equivalent to new in performance. Repaired or replaced products are warranted for the balance of the original warranty period.

Within 12 months of purchase we offer an "Advance Replacement" service. To take advantage of this service the customer should order a replacement product in the usual way. When the customer has swapped the product, they may then send the old product to Ciqurix for inspection. Providing the return meets the requirements of our warranty, a credit will be issued for the purchase. After 12 months and within 36 months from purchase the customer may send the faulty product back for inspection and repair or replacement at our option; no credit will be issued.

To return a product under warranty you must first obtain a GR number from Ciqurix; for more information please see the Ciqurix Returns Procedure document.

The small print

This warranty does not extend to consumable items such as batteries, which are warranted only that they are free from defects in material and workmanship and meet applicable specifications on delivery.

This warranty does not cover: (a) costs relating to the removal, replacement or transportation of any product; (b) defects due to external causes, including accidental or deliberate damage, abnormal electrical supply, mechanical or environmental conditions outside the product specification, unauthorised attachments, modification or repair; (c) defects resulting from improper or inadequate installation, maintenance, or use; (d) any product where the part numbers, serial numbers or other identifying marks have been removed or altered; (e) damage caused by use of a product for purposes other than those for which it was designed; (f) damage caused by natural disasters such as earthquake, fire, flood, wind, and lightning; (g) damage during shipment; or (h) any other abuse, neglect, or misuse.

We do not accept liability for consequential damage of any kind arising from the use of our products. It is the purchaser's responsibility to ensure that our products are installed and maintained only by competent persons who are properly trained in the appropriate procedures and that the products are safely stored, handled, installed, and used. We assume no liability for any injury to personnel or damage to equipment or property arising from the handling, installation or use of our products except as required under UK law.