

SERRACON LIMITED (trading as DART Tool Group) TERMS AND CONDITIONS OF REPAIR

These Terms and Conditions should be read carefully as they set out the basis for the repair of FOX machines.

No other terms and conditions will apply unless Serracon Limited agree.

1. INTRODUCTION

- 1.1. These terms and conditions apply only to FOX tools.
- 1.2. Any damage must be reported within 14 days of receipt of goods.
- 1.3. Returning your product with a proof of purchase and a copy of your guarantee registration card, or number, will assist in any claims procedure.
- 1.4. Problems arising from incorrect setup, adjustment or maintenance are the responsibility of the end-user and not covered by the terms of the guarantee.

2. GUARANTEE

- 2.1. DART Tool Group guarantees that for a period of 3 years from the date of purchase, the components of this product will be free from defects caused by faulty construction or manufacture.
1st year – Parts & Labour
2nd & 3rd years – Parts only.
- 2.2. Some machines are guaranteed for a period of 1 year from date of purchase. The components of this product will be free from defects caused by faulty construction or manufacture.
- 2.3. It is essential that you have completed and returned the Guarantee certificate within 30 days of purchase to validate your guarantee.
- 2.4. For minor faults, a parts list should be requested. The faulty part should be identified and advised to DART Tool Group.
- 2.5. During this period, DART Tool Group will repair or replace free of charge at their discretion any parts which are proved to be faulty in accordance with paragraph 2.1/2.2 above provided that:
 - 2.5.1.1. you follow the claims procedure
 - 2.5.1.2. we are given a reasonable opportunity after receiving the notice of the claim of examining the product.
 - 2.5.1.3. if asked to do so by us, you return the product to DART Tool Group's premises or other approved premises such as those of the retailer, for examination.
 - 2.5.1.4. the fault in question is not caused by continuous industrial use, accidental damage, fair wear and tear, wilful damage, negligence on your part, incorrect electrical connection, unapproved modification, abnormal working conditions, failure to follow our instructions, misuse or alteration or repair of the product without our approval.
 - 2.5.1.5. this product has been purchased for your own use and not used for hire purposes
 - 2.5.1.6. this Guarantee extends to the cost of carriage incurred by you returning the product to DART Tool Group as long as it is demonstrated that the defect falls within the terms of this Guarantee and you follow the claims procedure as outlined below;

- 2.6. All goods must be packaged suitable in a box, with adequate packaging to reduce possible damage. DART Tool Group does not cover for damage in transit due to a lack of packaging. Any machine returned without packaging will not be repaired under guarantee, and a deposit will be required before the machine is examined.
- 2.7. All machines must be returned in a clean condition, to allow for examination. Any machine returned in an unclean condition will incur a cleaning charge.

3. CLAIMS PROCEDURE

- 3.1. In the first instance, please contact the retailer who supplied the product to you. Many initial problems with machines originally thought to be due to faulty parts are solved by correct setting up or adjustment of the machine. Your dealer should be able to resolve the majority of these issues much more quickly than processing a claim under the guarantee.
- 3.2. If the dealer who supplied the product to you has been unable to satisfy your query, any claim made under this Guarantee should be made directly to DART Tool Group who will send you a repair form to complete your claim will be processed quicker. If you include your phone number and email address, this will help to speed up your Claim.
- 3.3. It is essential that the letter of claim reaches DART Tool Group by the last day of this Guarantee at the latest. No late claims will be considered.
- 3.4. We will contact you once we have received your initial claim. If it is necessary to return the item, in most cases, but subject always to clause 2.5.5, we will arrange for collection or will provide freepost information to enable return depending on the products weight and size. If the product is to be returned to us, we will agree with you in advance a Returns Number, to speed tracking of the claim and ensure the product is returned via the most appropriate method.

4. DELIVERY

This Guarantee applies to all tools purchased from an authorised retailer of DART Tool Group within the United Kingdom of Great Britain and Ireland, this guarantee does not extend to other countries. This Guarantee does not confer any rights other than those expressly set out above and does not cover any claims for consequential loss or damage. This Guarantee is offered as an extra benefit and does not affect your statutory rights as a consumer.