

## 1 Terms & Conditions

- 1.1 Images and specifications quoted on this website are not binding in detail. We reserve the right to change specification without notice. E&OE.
- 1.2 Record Power supply their products through a national network of dealers and authorised distributors and your contract of sale will be with the dealer from whom you purchase our goods.
- 1.3 If you are not satisfied with any of our products you should in the first instance approach the retailer from whom you purchased it.
- 1.4 Customers have statutory rights to protect them and information on these can be found at the Citizens Advice Bureau, [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or BERR Department for Business Enterprise & Regulatory Reform, [www.dti.gov.uk](http://www.dti.gov.uk).
- 1.5 Prices quoted are based on customer collection from participating dealers. If delivery is required, a carriage charge may be applicable - please check details with your participating dealer of choice.

## 2 Guarantee

- 2.1 Record Power 5 year guarantee applies only to products used in a domestic environment.
- 2.2 The Record Power 5 year guarantee does not cover consumable products such as blades or drive belts. For full details contact Record Power.
- 2.3 Record Power guarantees that for a period of 5 years from the date of purchase the components of qualifying products (see 2.4.4) will be free from defects caused by faulty construction or manufacture.
- 2.4 During this period Record Power will repair or replace free of charge any parts which are proved to be faulty in accordance with paragraphs 2.1, 2.2 and 2.3 above provided that:
  - 2.4.1 You follow the claims procedure set out below.
  - 2.4.2 We are given a reasonable opportunity after receiving notice of the claim to examine the product.
  - 2.4.3 If asked to do so by us, you return the product to Record Power's premises or other approved premises such as those of the supplying dealer, for the examination to take place.
  - 2.4.4 The fault in question is not caused by continuous industrial use, accidental damage, fair wear and tear, wilful damage, neglect, incorrect electrical connection, abnormal working conditions, failure to follow our instructions, misuse or alteration or repair of the product without our approval.
  - 2.4.5 This product has been purchased by you and not used for hire purposes, or have been used for hire purposes by a previous owner.
  - 2.4.6 The 5 year guarantee is transferable when the product is purchased from a retailer. The 5 year guarantee begins on the date of the first purchase of the product and in the event of a warranty claim proof of the original purchase date will be required to validate the warranty period.
  - 2.4.7 The guarantee is not transferable from a private sale.
  - 2.4.8 Any damage to the product resulting in a potential warranty claim must be reported to the retailer from which it was purchased within 48 hours of receipt.
  - 2.4.9 This Guarantee extends to the cost of carriage incurred by you returning the product to Record Power as long as it is demonstrated that the defect falls within the terms of this Guarantee and you follow the claims procedure as outlined opposite.

## 3 Claims Procedure

- 3.1 In the first instance please contact the retailer who supplied the product to you. In our experience many initial problems with machines that are thought to be due to faulty parts are actually solved by correct setting up or adjustment of the machines. A good 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 Record Power at the address set out at the foot of this Guarantee. The claim itself should be made in a letter setting out the date and place of purchase, and giving a brief explanation of the problem which has led to the claim. This letter should then be sent with proof of the purchase date (preferably a receipt) to Record Power. If you include a phone number or email address this will help to speed up your claim.
- 3.3 Please note that it is essential that the letter of claim reaches the address below on the last day of this Guarantee at the latest. Late claims will not be considered.
- 3.4 If it is necessary to return the item we will arrange for collection or will provide freepost information to enable return depending on the weight and size of the product concerned. 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 most appropriate method of return to you is used. We will contact you once we have received your initial written claim.

## 4 Notice

This Guarantee applies to all goods purchased from an authorised retailer of Record Power within the United Kingdom of Great Britain and Northern Ireland. 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. Additional written copies of this Guarantee can be obtained by writing to the address below. Please include a stamped and self addressed envelope for each copy of the Guarantee requested.

Prices are correct at time of going to press and may change. E&OE.

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