

Warranty Agreement

Ashton Bentley Collaboration Spaces



WARRANTY OVERVIEW

All Ashton Bentley products are covered under a failure and manufacturing defects three-year warranty.

Because things do occasionally go wrong Ashton Bentley warrants that its products shall conform to the applicable published and/or agreed upon operational specifications and shall be free from defects in material, workmanship and functionality for a period of 3 years after the date of purchase.

The standard warranty cover provides:

- Years 1 to 3 - Return to base. Repair or replace

The warranty services will be managed and provided by either Ashton Bentley or an Ashton Bentley approved service partner who is fully supported by Ashton Bentley.

All other warranties and conditions that may relate to the products, express or implied (except as expressly agreed) are excluded/disclaimed to the fullest extent permitted by law.

Defined terms used in this warranty

"Ashton Bentley", "us", "we": Ashton Bentley Collaboration Spaces Ltd.

"customer", "you": the customer who has purchased the product from us.

"product", "unit": the product and/or unit(s) thereof you have purchased from us.

Governing Law and Jurisdiction

This Warranty and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of England and Wales and Ashton Bentley and the customer each irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any such dispute or claim.

Severance

If any provision or part-provision of this warranty is or becomes invalid, illegal or unenforceable, it shall be deemed deleted, but shall not affect the validity and enforceability of the rest of this Warranty. In the event of such deletion, Ashton Bentley and the customer shall negotiate in good faith to agree a replacement provision that, to the greatest possible extent, achieves the intended commercial result of the original provision.

3 YEAR - RETURN TO BASE. RETURN AND REPAIR

Provision

This warranty provides for cover for three years after product supply. Any system, or part of a system, identified as faulty will be repaired or replaced subject to the faulty unit being returned to our UK facility, or to a designated regional representative should one be available.

No charge will be made for this repair or replacement providing that the faulty system/component is correctly packaged and returned to the Ashton Bentley facility in the UK, with clear details of fault, date of purchase, where purchased and a return address.

Our warranty is intended to provide customers with a transparent repair or replacement service when things go wrong, however, please note that our warranty does **not** include the following:

1. Cosmetic damage where it does not affect the operation or safety of the product;
2. Charges for repairs undertaken by any other party;
3. The cost of repairing or replacing a product which fails because anyone neglects, abuses or misuses the product;
4. Inoperability of a product caused by the failure of a third-party product or service used in conjunction with our system;
5. Theft or any loss suffered if you cannot use the product or any loss other than the product being removed for repair or replacement;
6. The cost of repairing or replacing a product where a defect arises because of the customer's failure to follow any oral or written instructions as to (for example) storage, installation, maintenance, (or if there are none) good trade practice regarding the same;
7. Damage/defects caused by use of the product other than in its normal/customary manner;
8. Damage/defects caused by improper/unauthorised activities such as improper/unauthorised testing, operation, maintenance, installation, alteration, modification or adjustment;
9. Products which have had any serial numbers/other identification codes removed; or
10. Normal and customary wear and tear.

Where items have been returned to us and are found to have been subject to any of the above, we reserve the right to charge for the repair or replacement and all costs incurred to return the item.

Note: Any repaired or replaced product shall not extend the originally established product warranty period, but the conditions set out in this warranty shall apply to any repaired and/or replacement product. This express warranty relates to the original end-user purchasing the product and is not assignable or transferable to any other party or subsequent purchasers, unless otherwise agreed in writing by Ashton Bentley. The terms of this Warranty do not affect your statutory rights, the right to charge for the carriage, appropriate repair and testing or a replacement unit.

Process

Should a fault occur you simply report the fault to your service partner giving them your product registration details. The service partner will then contact you to gain as much information about the nature of the fault as they can and facilitate a resolution remotely if possible.

Should that not be possible the faulty system or component will be identified and you are requested to suitably pack and return the faulty system or component back to the notified Ashton Bentley facility in the UK at your cost. On receipt, Ashton Bentley will inspect and carry out a repair or replacement, and return to the service partner or to you. Return carriage costs will be covered by Ashton Bentley however any local import duties/taxes will be your responsibility.

ENHANCED 3 YEAR WARRANTY

You can enhance the standard warranty to have all three years covered under Advance Replacement terms. Please contact Ashton Bentley for further information.

ENHANCED 5 YEAR WARRANTY

You can enhance the standard warranty to have five years covered under Advance Replacement terms. Please contact Ashton Bentley for further information.

ASHTON BENTLEY WARRANTY SUPPORT CONTACT DETAILS

EMAIL

support@ashtonbentley.com

TELEPHONE

+44 (0)207 100 1200

