

1. TRADING ADDRESS

ORIGINAL LIMITED
Unit 52
Atcham Business Park, Atcham
Shrewsbury, Shropshire, SY4 4UG
United Kingdom

Tel. Number: +44 (0)345 5050222
Fax Number: +44 (0)345 5050223

Email: info@originaldesign.com
Internet: www.originaldesign.com

Other details:

Company Registration Number: 04914640
VAT Registration Number: GB 177 3766 64
EORI Customs Excise No: GB 177 3766 64 000

Bank Details:
Bank Name: Natwest Bank PLC

Address:
8 Mardol Head,
Shrewsbury, Shropshire,
SY1 1HE, United Kingdom

Account: ORIGINAL LIMITED :

Sort Code: 55-50-05

Sterling (£) payments :
Account No. 5586 9114
IBAN/BIC: NWBK GB 2L
IBAN No.: GB36 NWBK 5550 0555 8691 14

Euro (€) payments:
Account No. 550/00/58887091
IBAN/BIC: NWBK GB 2L
IBAN No.: GB44 NWBK 6072 0158 8870 91

US \$:
Account No: 140/00/58887113
IBAN: GB67 NWBK 6073 0158 8871 13
IBAN BIC: NWBK GB 2L

2. WARRANTY AND GUARANTEE. (SUPPLY OF GOODS)

(a) ORIGINAL LIMITED guarantees a lifetime period on all non servicable parts in its drive kits from the date of sale against defective manufacture in accordance with the terms laid down by Supplying Manufacturers. All servicable parts and components are guaranteed for a period of twelve months or the specified service mileage, or the specified operating hours, from the date of sale against defective manufacture in accordance with the terms laid down by Supplying Manufacturers.

(b) Specifically to the system; the Air Compressor, AOST, Compressor clutch, Cooling Assembly and Controller will have 12 months warranty against manufacturer defects.

(c) Replacement parts will be invoiced, until such time that the faulty goods have been returned and inspected. Credit will only be given if the goods are proved to be faulty.

(d) Warranty claims will only be considered if returned goods are accompanied with a fully completed Warranty Returns Form. Failure to comply will result in Warranty Rejection.

(e) Labour claims arising from Warranty Replacement or Fault will only be paid in accordance with that offered by the Product Manufacturer where agreement exists and only in accordance with their supplied pricing menu.

(e1) Where such agreements exist ORIGINAL LIMITED will issue the customer with an Official Warranty / Order Number for invoicing purposes. Invoices sent without quoting this number will be returned unpaid and stamped Rejected. Please enquire for further details.

(e2) Where no agreement exists ORIGINAL LIMITED will not accept liability for claims arising from breakdown or any other costs arising therefrom.

(f) Additional warranty periods may be available on certain products but all such extended warranties will be chargeable.

(g) Warranty claims on products supplied with specific service and maintenance requirements will only be considered where such requirements can be shown to have been met, as specified in the fitting instructions, operators manual or belt label provided.

(h) Warranty claims will only be considered if the compressor drive belt, idle pulleys, tensioners and other servicable items have been maintained in accordance with the schedule below:

Maximum drive belt life - 25,000 miles (40,000 km) or 12 months, whichever comes first.

Note: Systems must be serviced every 25,000 miles, 400 hours or 12 months, whichever comes first.
Maximum idle pulley/Automated tensioner life - 25,000 miles (80,000 km) or 12 months, whichever comes first.

(i) Products for vehicle installation are designed and manufactured to operate under normal vehicle working cycles and conditions. Therefore, warranty claims will not be accepted if it is considered that vehicles have been operating in extreme engine cycles or conditions.

(j) Products for vehicle installation are designed and manufactured to operate on the specific vehicle application(s) stated in the product information / application guide. Therefore, warranty will not be accepted if additional changes have been made to vehicles which may be considered to adversely affect the performance of such products.

3. NOT COVERED BY WARRANTY – This section is not an exhaustive list

(a) Fair wear and tear of any part, normal maintenance service items and the parts and materials used in connection with this procedure.

(b) Labour claims arising from product fault unless offered by the Supplying Manufacturer and then only in accordance with their menu pricing structure.

(c) Consequential loss, damage or recovery of any kind.

(d) Defects in replacement parts not supplied by ORIGINAL LIMITED.

(e) Damage caused by poor / incorrect fitting or removal or any other work being carried out.

(f) Minor irregularities not affecting quality, performance or function.

(g) Damage caused by external influences e.g. Fire, Flood, Steam cleaning etc.

(h) Damage caused by traffic accident, abuse etc. or use of the vehicle under unusual conditions such as Races, Rallies etc.

4. WARRANTY CLAIM PROCESS

(a) Telephone ORIGINAL LIMITED immediately in the case of a failure.

(b) Where goods are to be returned ORIGINAL LIMITED Customer Services will issue a Goods Return Number (GRN) which should be marked on the product packaging as instructed. Where inspection is required allow access for a representative of ORIGINAL LIMITED to view and inspect the failed unit /component at an agreed time and prior to any rectification / repair taking place.

(c) ORIGINAL LIMITED may also issue a Warranty Claim Form, where issued this must be completed as fully as possible to enable a valid claim including all part numbers, procedures and labour operations.

(d) Any replacement parts required will be charged in full and only credited in the event a valid warranty claim.

(e) You must send to ORIGINAL LIMITED:

(e1) Fully completed Warranty Claim Form (where requested).

(e2) Copy of the vehicle rectification job card (where applicable).

(e3) Copy of the vehicle's most recent service job card (where applicable).

(e4) All failed / damaged components (with valid GRN marked as indicated).

5. CLAIM REIMBURSEMENT PROCEDURE

(a) On receipt of the claim, the failed goods will be inspected and analysed.

(b) The claim will be PASSED or REJECTED by the warranty claim department within 60 days of receipt.

(c) If PASSED - A credit note or a letter of acceptance will be raised covering the costs/ failed items and labour (if applicable). Any letter of acceptance will include an official ORIGINAL LIMITED warranty Order Number. You should include this on all documentation for invoicing / remittance purposes.

(d) If REJECTED – You will be notified and further explanation is available on request

(e) ORIGINAL LIMITED will not accept any invoice or claim in respect to any and all warranty claims which does not quote an official ORIGINAL LIMITED Warranty Order Number.

6. WARRANTY REPAIR MENU

A Labour refund rate: £48.00 per hour (£0.80 per minute).

7. LAW & JURISTITION

This contract shall be governed by and constructed in accordance with English Law and the parties submit to the exclusive jurisdiction of the English Courts.

