

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: sales@originalavg.com
Internet: www.originalavg.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: HSBC

Address:
33 High Street
Shrewsbury
Shropshire
SY1 1SL

GBP Account: ORIGINAL LIMITED Current
Account Sort Code: 40-61-35
Account No.: 03010513
BIC: HBUKGB4B
IBAN No.: GB78 HBUK 4061 3503 0105 13

Euro (€) Account: Original Ltd Euro Account
Sort Code: 40-61-35
Account No. 91890673
BIC: HBUKGB4B
IBAN No.: GB36 HBUK 4012 7691 8906 73

US (\$) Account: Original Ltd US Dollar Account
Sort Code: 40-61-35
Account No: 91889759
BIC: HBUKGB4B
IBAN: GB76 HBUK 4012 7691 8897 59

2. WARRANTY AND GUARANTEE (SUPPLY OF GOODS)

- (a) ORIGINAL LIMITED guarantees the Expel for a period of 10 years from the date of sale against defective manufacture. All other AVG parts and components are guaranteed for a period of 12 months, or the specified operating hours, from the date of sale against defective manufacture in accordance with the terms laid down by Supplying Manufacturers.
- (b) Warranty claims will only be considered if the goods have been used within stated product parameters.
- (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.

(d1) 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.

(d2) 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 or specifications provided.

(h) Products are designed and manufactured to operate within application(s) stated in the product information / application guide. Therefore, warranty will not be accepted if additional changes have been made to systems 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 rectification job card (where applicable).
 - (e3) Copy of the 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. LAW & JURISDICTION

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.

