



5 Year

WARRANTY POLICY

Please follow the installation instructions enclosed with your product(s).

All products are designed and manufactured in the UK, using components sourced from approved vendors in the UK and from abroad. The manufacturing process operates under a quality and manufacturing standard allied to ISO 9001 and endorses the latest global manufacturing methods and statutory regulations pertaining to the country of use.

- All Products should be installed in accordance with the individual product installation instructions by technically competent personnel.
- All Products come with a 5 year return to base warranty, subject to terms and conditions.
- The warranty is to the company or individual who first purchases the product.
- The period commences on the date of invoice and lasts for 5 years (60 months).
- The warranty covers all parts and manufacturing processes and is limited to the repair or replacement of the product free of charge, subject to our assessment of the damage and also to the product being used within the operating parameter set out in the product technical documentation and that of any third party equipment connected to the Product.
- This warranty does not cover consequential or indirect losses.
- Should the product fail within the warranty period, please contact our sales department and request a returns authorization number before returning the product for inspection.
- Please ensure the returns authorization number is written on the packaging, together with your name and contact number.
- On receiving the Product, a full inspection will take place to identify the problem and the customer will be contacted with the result. Repair or replacement will be at our discretion and carried out within 48 hours, subject to parts availability.
- Whenever possible, we will endeavor to return all warranty claim work in 3/4 working days.
- When a product has been repaired, the 5 year warranty period resumes from the original date of sale. When a Product is replaced, the 5 year warranty commences from the date of manufacture of the replacement unit.

All repaired or replaced Products will be shipped FOC to a UK mainland location.

This warranty is governed by English law.

Any disputes relating to a warranty claim should be emailed to: sales@g4mps.co.uk