

### 1. Warranty Terms

- 1.1 Subject to the terms and conditions set out below, Aclass Technology (UK) Ltd agrees to repair or replace the Product within the United Kingdom at its own cost purchased by You from Aclass Technology (UK) Ltd, in circumstances where the Product does not perform in accordance with Aclass Technology (UK) Ltd's specifications during:
  - (a) the Extended Warranty period of 36 months, commencing on the date of delivery (or deemed delivery) of the Product; or
- 1.2 This contractual product warranty does not operate to limit rights under the statutory warranties referred to in clause 4.1 below.

### 2. Warranty Conditions

- 2.1 Proof of purchase (invoice or paid Order confirmation) must be provided when requesting service under the Extended Warranty.
- 2.2 Aclass Technology (UK) Ltd requires any customer requesting service under the Extended Warranty to comply with directions from Aclass Technology (UK) Ltd staff in relation to troubleshooting any issue and facilitating any repair or replacement under these Warranty Terms and Conditions.
- 2.3 The Customer is responsible to inspect all goods received from Aclass Technology (UK) Ltd upon arrival. In instances where goods have been damaged in transit, the Customer must report this to Aclass Technology (UK) Ltd within 3 days of receipt of the product. Failure to report physical damage on arrival within 3 days of receipt may result in denial of warranty for physical damage.
- 2.4 Aclass Technology (UK) Ltd reserves the right to replace the Product or relevant part with the same or equivalent Product or part, rather than repair it. Where a replacement is provided, Aclass Technology (UK) Ltd will determine, in its discretion, the closest Product within the then current range of Products offered by Aclass Technology (UK) Ltd with which to replace the faulty or damaged Product. The replacement Product may differ with the replaced Product in size and specifications, at the reasonable election of Aclass Technology (UK) Ltd. Aclass Technology (UK) Ltd may replace parts with refurbished parts. Replacement of the Product or a part under the Extended Warranty does not extend or restart the Extended Warranty period.
- 2.5 If Aclass Technology (UK) Ltd is unable to repair or replace the Product, the customer will be provided with credit for Aclass Technology (UK) Ltd's store or may be refunded the price of the Product (at Aclass Technology (UK) Ltd's election). This credit or refund will be for the amount of the purchase price of the Product excluding the associated Delivery Cost.
- 2.6 In the event that a replacement, refund, or store credit is provided as per section 6, the faulty item will become the property of Aclass Technology (UK) Ltd.
- 2.7 Aclass Technology (UK) Ltd reserves the right to determine which authorised repair centre within the United Kingdom is the appropriate service location in any particular circumstance.
- 2.8 The Product will be at the Customer's risk while in transit to and from the Aclass Technology (UK) Ltd Authorised Repair Centre.
- 2.9 Aclass Technology (UK) Ltd may seek reimbursement of any costs incurred by Us where the Product is found to be in good working order.
- 2.10 Aclass Technology (UK) Ltd reserves reasonable discretion to determine whether any Product is or is not performing in accordance with Aclass Technology (UK) Ltd's specifications, subject to applicable law.
- 2.12 The Extended Warranty are transferrable to a new person, provided Aclass Technology (UK) Ltd is informed by e-mail to sales@aclassstechnology.com within 7 days of the date of transfer.

### 3. Extended Warranty

- 3.1 Extended Warranties are available for purchase for some Products, as listed on the Website. These Extended Warranties may be purchased up to 14 days after delivery of Your Products.
- 3.2 Where an Extended Warranty is purchased, it will replace the 12-month Standard Warranty period with the extended warranty period
- 3.3 Aclass Technology (UK) Ltd is entitled to terminate the Extended Warranty by e-mail notice to the Customer, in the event that, in Aclass Technology (UK) Ltd's opinion, the Product is used contrary to its specifications, in which case Aclass Technology (UK) Ltd will pay a pro-rata refund for the unexpired period of the Extended Warranty less administration expenses.

### 4. General

- 4.1 Legislation may imply warranties or conditions or imposes obligations on Aclass Technology (UK) Ltd, which cannot be excluded, restricted or modified in relation to consumer goods.
- 4.2 To the full extent permitted by law, but subject always to clause 4.1, the Standard Warranty and Extended Warranty will not apply in respect of a Product:
  - (a) If the Product has not been installed, operated, maintained or used in accordance with the manufacturer's instructions or specifications provided with the Product;
  - (b) If the factory-applied serial number has been altered or removed from the Product;
  - (c) To damage, malfunction or failure resulting from alterations, accident, misuse, abuse, fire, liquid spillage, mis-adjustment of customer controls, use on an incorrect voltage, power surges and dips, thunderstorm activity, force majeure, voltage supply problems, tampering or unauthorised repairs by any persons, use of defective or incompatible accessories, the operation of a computer virus of any kind, exposure to abnormally corrosive conditions or entry by any insect, vermin or foreign object in the Product;
  - (d) To damage arising during transportation, installation or while moving the Product, or to any transportation costs of the Product or any parts thereof to and from the Customer, unless otherwise specified in these Warranty Terms and Conditions;
  - (e) To any third-party software or hardware not contained in the Product as originally configured by the manufacturer;
  - (f) To any failure, to the extent that the failure is not a failure of the Product to perform in accordance with its specifications;
  - (g) To replacement or repair of any consumables (including headphones, microphones and cables), or lost parts or accessories;
  - (h) To service of any product whilst it is outside the United Kingdom.
- 4.3 To the full extent permitted by law, but subject always to clause 4.1:
  - (a) Aclass Technology (UK) Ltd will not be liable for any loss, damage or alterations to third party hardware, software, programs, data and/or information stored on any media or any part of the Product, no matter how occurring; or for any loss or damage arising from loss of use, loss of profits or revenue, or for any resulting indirect or consequential loss or damage.
  - (b) Aclass Technology (UK) Ltd's aggregate liability in respect of all claims under the Extended Warranty shall not exceed the original purchase price of the Product or, at Aclass Technology (UK) Ltd's option, the replacement of the Product with a like or similar Product.
  - (c) Aclass Technology (UK) Ltd excludes all other warranties, conditions, terms, representations and undertakings whether express or implied.

