

WARRANTY TERMS

Last updated 04 October 2021.

Campbell's provide a 30-Day Return Window (see *Return of Non-Defective Products* below) and the following limited warranty. This limited warranty extends only to the original purchaser.

Please note that any warranty services or questions must be accompanied by the **order/invoice number** from the transaction through which the warranted product was purchased. **The order/ invoice number serves as your warranty number and must be retained.** Campbell's will offer no warranty service without this number.

Campbell's warrants this product and its parts against defects in materials or workmanship for **6 months** from the original invoice date. During this period, Campbell's will repair or replace defective parts with new or reconditioned parts at Campbell's option, without charge to you.

Collection/delivery fees (or shipping fees if applicable) incurred from returns for under-warranty service in the first 30-days will be absorbed by Campbell's. All collection/delivery fees (or shipping fees if applicable) both to and from Campbell's following this 30-day period must be paid by the customer. All returns, both during and following the 30-day period, must be affected via the Procedures for Obtaining Warranty Service described below.

All original parts or those replaced by Campbell's or its authorised service centre, become the property of Campbell's. Any after-market additions or modifications will not be warranted. The owner is responsible for the payment, at current rates, for any service or repair outside the scope of this limited warranty.

Campbell's makes no other warranty, either express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or conformity to any representation or description, with respect to the products purchased from Campbell's other than as set forth below.

Campbell's makes no warranty or representation, either express or implied, with respect to any other manufacturer's product or documentation, its quality, performance, merchantability, fitness for a particular purpose, or conformity to any representation or description.

Except as provided below, Campbell's is not liable for any loss, cost, expense, inconvenience, or damage that may result from use or inability to use the products purchased. Under no circumstances shall Campbell's be liable for any loss, cost, expense, inconvenience, or damage exceeding the purchase price of the product.

The warranty and remedies set forth below are exclusive and in lieu of all others, oral or written, expressed or implied. No reseller, agent or employee is authorised to make any modification, extension or addition to this warranty.

WARRANTY CONDITIONS

The above Limited Warranty is subject to the following conditions:

1. This warranty extends only to products distributed and/or sold by Campbell's. It is effective only if the products are purchased and operated in the EU and UK.
2. This warranty covers only normal use of our products. Campbell's shall not be liable under this warranty if any damage or defect results from (i) misuse, abuse, neglect, improper transportation/shipping or installation; (ii) disasters such as fire or flood; or (iii) service or alteration by anyone other than an authorized Campbell's representative; (iv) damages incurred through irresponsible use or other non-recommended practices.
3. You must retain your bill of sale or other proof of purchase to receive warranty service.
4. No warranty extension will be granted for any replacement part(s) furnished to the purchaser in fulfilment of this warranty.
5. Campbell's and its Authorized Service Centre accepts no responsibility for any software programs, data or information stored on any media or any parts of any products returned for repair to Campbell's.

RETURN OF NON-DEFECTIVE PRODUCTS

A non-defective product may be returned to Campbell's within thirty 30 days of the invoice date for a refund of the original purchase price with the following amendments/fees:

1. Campbell's will refund neither the original delivery/shipping cost nor the shipping and handling fees incurred from the products return.

2. No refund will be granted for product which has been tampered with in any way, which jeopardises Campbell's ability to remarket or resell the product. Campbell's maintains full discretion in decisions regarding a products fitness for return.

To return a defective product, please contact our Customer Service Department for a Return Merchandise Authorization (RMA) number and follow the Return of Products Instructions below. The RMA is valid for 10 days from date of issuance. **Returns will not be accepted without an RMA.** Manufacturer restrictions do apply.

PROCEDURES FOR OBTAINING WARRANTY SERVICE

RMA (Returning Merchandise Authorisation) Policy:

If repairs are required, the customer must obtain a RMA number and provide proof of purchase. RMA and services are rendered by Campbell's only. Any shipping costs after 30 days (starting from the original date of purchase) on any item returned for repair is the customers' responsibility. All returned parts must have an RMA number written clearly on the outside of the package along with a letter detailing the problems and a copy of the original proof of purchase. No COD packages will be accepted. No package will be accepted without an RMA number written on the outside of the package. RMA numbers are only valid for 30 days from the date of issue.

Should you have any problems with your product, please follow these procedures to obtain the service:

1. If your product must be repaired, an RMA number (Return Merchandise Authorisation Number) will be issued for return to our repair department. Please follow the instructions given by Campbell's support staff to return your product. Campbell's will not accept any returns without an RMA number.
2. Pack the product in its original packaging or a well-protected packaging, as outlined in the Return Shipping Instructions. Campbell's will not be responsible for shipping damage/loss of any product outside the original 30-day Campbell's paid service period. It is very important that you write the RMA number clearly on the outside of the package. Return/Ship the product with a copy of your bill of sale or other proof of purchase, your name, address, phone number, description of the problem(s), and the RMA number you have obtained to:

Campbell's Service Center

RMA# _____

ADDRESS

3. Upon receiving your returned product, Campbell's will repair or replace your product (at Campbell's discretion) and will return it back to you within 4 weeks (dependent on parts availability).

4. In the event that your product is unfixable or unfeasible to repair, a product of similar specification/value will be offered by Campbell's and will continue to be covered under the remaining warranty from the date of original purchase.
5. Campbell's will absorb the collection cost/pay for shipping returned product to and from the customer only within the first thirty days following the original product ship date. Following this 30-day period all transportation costs for returns both for under warranty and post warranty repairs, are the sole responsibility of the customer. The customer also assumes full liability for losses or damages resulting from transportation of returns, as well as all responsibility to pursue remuneration for such issues with their selected carrier.

AFTER 6 MONTH WARRANTY - POST WARRANTY REPAIRS

For post warranty repair, the procedure is the same as outlined above for RMA and shipping. However, you are responsible for transportation of returns charges both ways, current labour (£35 per hour if not under warranty), and the current price of part(s) used in repair.

WARRANTY EXCLUSIONS

Campbell's is not responsible for any loss of work ("down time") caused by a product requiring service. This warranty is null and void if the defect or malfunction was due to damage resulting from operation not within manufacturer specifications. It will also be null and void if there are indications of misuse and/or abuse. Campbell's has the option of voiding the warranty if anybody other than a Campbell's employee attempts to service the product. Campbell's will not warrant any problems arising from an act of God (lighting, flooding, tornado, etc.). Under no circumstances will Campbell's be responsible for any refund or remuneration exceeding the original purchase price of the product less any shipping fees. Campbell's makes every effort to make sure all information on our website is correct.