

EXTENDED WARRANTY TERMS

You are entitled to access our UK-based call centre on 01204 382105 to receive help if your equipment is not working.

If your equipment suffers either:

- i. damage caused by a machine fault;
- ii. a mechanical or electrical breakdown outside the supplier's or manufacturer's guarantee period; but covered by your purchase of our extended warranty.

and our customer services team are not able to resolve the problem we will, in our discretion, decide whether to approve a repair, and then pay for the parts and labour cost of repair, or may replace your equipment with like for like, in each case subject to the terms and conditions below.

Terms and Conditions General

1. There is no limit to the number of repairs to your equipment which can be approved during the period of your plan.
2. Repair work authorised by us will be carried out during our repairers' normal working hours only, which are typically Monday - Friday, 9am to 5pm.
3. Applications for repairs of equipment will only be considered where the equipment is no longer covered by any supplier's, manufacturer's or repairer's guarantee for call-out and labour charges.
4. You must operate your equipment in line with the manufacturer's instructions and must not modify it.
5. Your equipment must not have been lost, stolen, misused, neglected, poorly installed, subject to malicious damage, or damage caused by fire, explosion, floods, lightning, storms, frost or other bad weather conditions, rust, corrosion or water.
6. Your equipment must not be subject to a current recall either by us, the supplier or the manufacturer.
7. Your equipment must not be used in a domestic environment. Equipment used in a domestic or environment must be subject to our prior approval in writing.
8. Your equipment must be repaired within the United Kingdom, unless we agree otherwise in writing.
9. You are liable for the cost of repairs if there is no fault found with the equipment, or to the extent that it requires routine maintenance, cleaning, servicing, cosmetic repairs (e.g. damage to paintwork, dents or scratches) or where there is any problem with the supply of electricity, gas or water/water cooling supply.
10. Payment will not be approved for costs arising from being unable to use your equipment (e.g. production loss) or for any other loss or damage not included under your plan benefits which arises from the breakdown of your equipment, including any costs to remove or reinstate built-in or fitted equipment.
11. If, when you require breakdown service, there is any other service agreement or an insurance policy under which you are entitled to claim, we may only pay an appropriate proportion.
12. We recommend you back up or store any data/files on a regular basis as we will not restore any data/files in the event of your product requiring a repair.
13. The plan does not include:
 - the failure of the equipment to operate correctly caused by the withdrawal of services by a third party.
 - Faults occurring from damaged or faulty consumables, which include torch, regulator, interconnecting leads, power connections (Dix plugs/sockets) main transformer and cooling fan.
 - Faults caused by operator error or misuse. (Misuse/operator error will be decided at the discretion of the representative of Barker Welding Supplies).
 - Machines that are not regularly maintained.
 - Software (including operating systems) loss or failure.
 - Damage or failure of the equipment due to: a software virus; the configuration of user settings; or the process of backing up or recovery of data; loss, corruption or damage to data or operating system.
 - Image retention on LCD screens, plasma or projection TV screens.
 - Replacement of consumer durables (e.g. batteries, light bulbs and fuses).
 - Accessories unless we agree otherwise in writing.

Replacement Equipment

1. If a repair is approved, we may replace your equipment with equipment of the same or similar make and specification, if we decide not to repair it.

2. If we cannot reasonably arrange a replacement we may decide to pay you a contribution towards the cost of the new equipment. We will base this contribution on the price we would normally obtain directly from our chosen supplier.
3. When your equipment has been replaced under condition 1 or 2 above your plan will end immediately.
4. When your equipment has been replaced you will be responsible for disposing of the original equipment at your own cost if it remains in your possession.
5. You must also pay for the supplier's delivery and/or installation charges and for any outstanding plan fee instalments.

Cover Details

CUSTOMER		
MACHINE		
SERIAL NUMBER		
COVER PERIOD TAKEN (DELETE WHERE APPLICABLE)	1YR WARRANTY ONLY	1 YEAR SERVICE AND WARRANTY
	2 YR WARRANTY ONLY	2 YR WARRANTY AND SERVICE
DETAILED SPECIFICS OF COVER IF SPECIAL INSTRUCTIONS HAVE BEEN ADDED		
FIXED PRICE OR MONTHLY COVER (DELETE WHERE APPLICABLE)	MONTHLY	FIXED
DATE COVER STARTS		
DATE COVER ENDS		
DELIVERY NOTE/INVOICE NUMBER		