

WARRANTY

I. Coverage

Firstmark Consultancy Ltd (FMC) offers a **twelve-months warranty** on its manufactured products. The product warranty is offered against goods supplied as part of the contract of sale between FMC and the customer. It is not transferable to any third party.

This warranty covers genuine faults attributed directly to the manufacture of the product that emerge during the warranty period.

II. Exclusions

The warranty shall be considered null and void in the event of product failure that is not a manufacturing fault and/or resulting from, but not limited to:

- a) **Misuse or negligence**, such as damage caused after supply of the product (whether deliberate, unintentional or incidental), or failure through improper use, improper maintenance and storage, or improper installation.
- b) **Unauthorised alteration**, such as, modification (including unauthorised replacement of parts and batteries), defacement, removal of identification or inspection labels, or unauthorised repair.
- c) **Natural wear and tear** of the product or its constituent parts when used in correct application and conditions.

III. Claims

To make a warranty claim for a manufacturing fault affecting the functionality of the product, valid proof of purchase, traceable to the supplied goods being claimed for, must be provided at the earliest opportunity within the twelve-months warranty period, along with an accurate description of the fault that is being claimed.

IV. Disclaimer

The warranty does not cover incurred costs associated with installation, transport or removal of the product.

Claims made outside of the warranty period cannot be accepted.

This Warranty is to be read in conjunction with our Terms & Conditions of sale and our Returns Policy. Conditions for return of product are detailed in our Returns Policy.