

# MiniSpin Warranty Terms & Conditions

Supplied By Vetlab Supplies Ltd



## 1. Warranty Terms

1.1 Subject to the terms and conditions set out below, Vetlab Supplies Ltd agrees to repair or replace the Product within the United Kingdom at its own cost, and any Vetlab Supplies accessory supplied with it, purchased by You from Vetlab Supplies, in circumstances where the Product does not perform in accordance with Vetlab Supplies' specifications during:

(a) The Standard Warranty period of 12 months, commencing on the date of delivery (or invoice date) of the Product.

1.2 This contractual product warranty does not operate to limit rights under the statutory warranties referred to in clause 3.1.

## 2. Warranty Conditions

2.1 Proof of purchase (invoice or paid order confirmation) must be provided when requesting service under the Standard Warranty.

2.2 Vetlab Supplies requires any customer requesting service under the Standard Warranty to comply with directions from Vetlab Supplies 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 Vetlab Supplies upon arrival. In instances where goods have been damaged in transit, the Customer must report this to Vetlab Supplies 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 If Vetlab Supplies is unable to repair or replace the Product, the customer will be refunded the price of the Product. This refund will be for the amount of the purchase price of the Product excluding the associated Delivery Cost.

2.5 In the event that a replacement or refund is provided, the faulty item will become the property of Vetlab Supplies.

2.6 The Product will be at the Customer's risk while in transit to and from Vetlab Supplies Ltd.

2.7 Vetlab Supplies may seek reimbursement of any costs incurred by us where the Product is found to be in good working order.

2.8 Vetlab Supplies reserves reasonable discretion to determine whether any Product is or is not performing in accordance with Vetlab Supplies specifications, subject to applicable law.

### 3. General

3.1 Legislation may imply warranties or conditions or imposes obligations on Vetlab Supplies, which cannot be excluded, restricted or modified in relation to consumer goods.

3.2 To the full extent permitted by law, but subject always to clause 3.1, the Standard 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, 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.

(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.

(g) To any failure, to the extent that the failure is not a failure of the Product to perform in accordance with its specifications.

(h) To replace or repair of any part of the unit (including cables), lost parts or accessories.

(j) To service of any product whilst it is outside the United Kingdom.

3.3 To the full extent permitted by law, but subject always to clause 3.1.

(a) Vetlab Supplies' aggregate liability in respect of all claims under the Standard Warranty shall not exceed the original purchase price of the Product or, at Vetlab Supplies' option, the replacement of the Product with a like or similar Product.

(b) Vetlab Supplies excludes all other warranties, conditions, terms, representations and undertakings whether express or implied.

If you have any problems with your Vetlab MiniSpin during the One Year Warranty period please contact us on Telephone: 01798 874567 or Email: [info@vetlabsupplies.co.uk](mailto:info@vetlabsupplies.co.uk)

Please retain your original packaging.

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