

### WARRANTY:

On the condition that the terms of payment are met, Easiaccess offer the following product/service warranties.



### Modular metal ramping and handrail system

**Anti-corrosion:** New handrails and platforms are covered by a **10-year warranty** against corrosion.

**Paintwork:** New handrails and gates are covered by a **3-year paintwork warranty**. This covers blistering/flaking paint and discolouration (other than what may be deemed reasonable). Defects must not be due to external influences such as accident damage, climatic, thermal, chemical or industrial pollution.

**Legs, feet and fixings:** New accessory components are covered by a **3-year warranty**. This covers corrosion and component failure.

**Groundworks:** Groundworks are covered by a **1-year warranty** from the date of installation.

**Doors:** New uPVC, composite and aluminium doors are covered by a **10-year frame warranty**. Door hardware, such as locks, hinges and letterboxes, are covered by a **1-year warranty**.

**Recycled/refurbished ramp installations:** Recycled ramps (including all components) are covered by a **1-year warranty**.

### Excellent Systems

All Excellent Systems products are covered by a **5-year warranty** for defective products.

### Portable equipment

All portable equipment is covered by a **2-year warranty** for normal use. Use other than published/intended will void the warranty. The ramps are not designed for permanent external use and must not be fixed down.

Any modification/repair, other than by the manufacturer, will void the warranty. Ramps will not be repaired/replaced if the serial number plaque has been removed/replaced.

### Making a claim

When making a claim, we require a clear written description of the defect in question, together with associated images showing the defect in sufficient detail. All defects must be reported within the warranty period and as soon as they are discovered; they must not have been caused by damage, neglect, or insufficient care or maintenance.

Upon receipt we will decide whether we need to undertake an onsite inspection or whether you must return the defective product for inspection; this will allow us to identify the cause and appropriate remedial action.

The nature of the defect will be determined by a member of Easiaccess (or a recognised partner) at the time of inspection and any required solution will be put in writing; our decision will be final.

Providing the claim satisfies our terms and conditions and upon acceptance, we will at the earliest convenience, either:

- make provisions to replace the equipment;
- make provisions to repair the equipment; or
- issue a full or partial refund.

Each claim will be assessed on an individual basis. The decision of Easiaccess is final.

Any of the terms and conditions detailed do not affect your statutory rights.

### Conditions

Only products supplied by Easiaccess or a recognised third party supplier will be covered by the warranties listed; please contact us for an up to date list of partners. Third party installers will have their own terms and conditions for installations/groundworks.

All warranties offered by Easiaccess are subject to 'normal' use of the product, in addition to any preconditions detailed herein.

As such, our responsibility for defects does not include the consequences of unnatural wear, physical abuse, lack of observation of installation or safety instructions, faulty use, faulty maintenance, or other circumstances for which the customer has the responsibility or risk.

Wilful damage, impacts, creases and dents to any part of the ramp or handrails, are not covered by our warranty.

The Groundworks warranty does not cover external influences, such as flooding, impact, drainage issues, tree root movement, subsidence or disturbances due to secondary contractor installations.

Our liability can never exceed the purchase price pursuant to any agreement. We will not cover consequential loss and expense or other indirect costs.

#### Easiaccess Limited

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