



Chord Electronics Ltd.

CHORD ELECTRONICS PRODUCT WARRANTY

Chord Electronics products are built to last. They go through rigorous testing and are some of the most reliable electronic products available in the world. In the rare event that something goes wrong, Chord Electronics will help put it right and the following information explains our policies and procedures for product repairs both under and outside its global warranty.

When does the Warranty period start?

A Chord Electronics product's warranty period begins on the date the individual unit was first delivered to you by an authorised Chord Electronics retailer^[1]. You are advised to retain a receipt or other proof of purchase as evidence of the date and place of purchase.

How long is the Warranty period on Chord Electronics' products?

Chord Electronics manufactures a wide range of products. The warranty period varies from product to product. Please refer to the warranty information accompanying your product when you purchased it or contact Chord Electronics for more details. The warranty period does not affect your statutory rights.

What if I purchased an extended warranty for my Chord Electronics product?

Extended warranty schemes are offered by some retailers and third-party providers, but Chord Electronics does not directly participate in them. Such

an arrangement would be between you and the retailer or third-party provider. Chord Electronics will charge you for any repairs not covered under its own warranty but depending on the terms of the scheme you may be able to recover some or all of those costs from the retailer or operator of the extended warranty scheme. Chord Electronics will provide you with details of any repair, but we will not intervene in the event of a dispute between you and the extended warranty provider or make any assessment as to the value of such schemes or how they operate.

Must I register my product before making a warranty claim?

When you make a warranty claim, Chord Electronics (or its local distributor/service centre) will need to take details from you. Although you are not obliged to register your ownership of your Chord Electronics product when you purchase it, we strongly advise that you do, because at the time of purchase you will have all the relevant information to hand (such as place and date of purchase) which will be needed before you can make a warranty claim. Registration has other benefits, full details of which can be found at www.chordelectronics.co.uk/register-product.

What does the Warranty mean?

Chord Electronics warrants that the product be free from defects in materials and workmanship at the date of purchase. Chord Electronics will adjust, repair, or replace the product free of charge within a reasonable time after the return of the product during its warranty period.

What are the terms?

Warranty repair services will be provided only if the original invoice or sales receipt (indicating the date of purchase, model name, and authorised retailer's name) is present with the defective product within the warranty period. Chord Electronics and its authorised service centres may refuse free-of-charge warranty repairs if these documents are not presented, or if they are incomplete or illegible. The warranty on any product will be voided if the model name or serial number on the product has been altered, deleted, removed, or made illegible.

What is not covered by the Warranty?

The warranty does not cover:

- Periodic maintenance and repair or parts replacement due to wear and tear;
- Consumables (components that are expected to require periodic replacement during the lifetime of a product) such as non-rechargeable batteries, etc;
- Damage or defects caused by use, operation, or treatment of the product inconsistent with normal personal or domestic use;
- Damage or changes to the product as a result of:
 - Misuse including:
 - Treatment resulting in physical, cosmetic, or surface damage or changes to the product, or damage to liquid crystal displays;
 - Failure to install or use the product for its normal purpose or in accordance with Chord Electronics' instructions on installation or use;
 - Failure to maintain the product in accordance with Chord Electronics' instructions on proper maintenance;
 - Installation or use of the product in a manner inconsistent with the technical or safety laws or standards in the country where it is installed or used;
 - Virus infections or use of the product with software not provided with the product or incorrectly installed software;
 - Use of the product with accessories peripheral equipment and other products of a type, condition and standard other than prescribed by Chord Electronics;
 - Repair or attempted repair by persons other than Chord Electronics authorised service centres;
 - Adjustments or adaptations without Chord Electronics' prior written consent including:
 - Upgrading the product beyond specifications or features described in the instruction manual, or
 - Modifications to the product to conform it to national or local technical or safety standards in countries

other than those for which the product was specifically designed and manufactured;

- Neglect;
- Accidents, fire, liquids, chemicals, other substances, flooding, vibrations, excessive heat, improper ventilation, power surges, excess or incorrect supply or input voltage, radiation, electrostatic discharges (including lightning), and other external forces and impacts.

How is a warranty repair carried out?

Chord Electronics will either repair or replace your product using parts or products that are new or refurbished and equivalent to new in performance and reliability. Chord Electronics will retain the replaced part or product that is exchanged during service as its property, and the replacement part or product will become your property.

How long will the warranty continue after a warranty repair?

The warranty period does not re-start after the repair but continues from the original from-new purchase date. However, all work carried out and parts used are guaranteed for 6 months after the date of repair even if the warranty period expires during those 6 months.

Who do I contact to arrange a repair?

In the first instance, you should contact the Authorised Chord Electronics Retailer who sold the product to you. Take or deliver the product to them, and they should be able to handle the entire process for you.

What should I do if I cannot take it to the Authorised Chord Electronics Retailer who sold the product to me?

Contact Chord Electronics (see below) and we will explain what you need to do which may involve returning it to us or to the Chord Electronics Distributor / Service Centre for your country or to us in the United Kingdom. **Do not**

send a product to us or to our Distributors before you have obtained a repair authorisation reference number from us.

Carriage charges

Depending on the particular circumstances, you may be responsible for paying the cost of delivering the faulty product to us (or to the Chord Electronics Distributor / Service Centre) and for us to return it to you. We will discuss that with you when you contact us. When sending goods to us, remember to package the goods securely and insure them for your peace of mind, as Chord Electronics will not be held liable for any damage or loss of product in transit to or from us.

Import/Export Duties

You will be responsible for the payment of any taxes and duties arising from the movement of the product from one country to another. Chord Electronics will endeavour to minimise such tariffs by making it clear on any Customs declaration that the product is being returned after the repair, but we cannot be held responsible for payment of any tariffs levied by the UK or local Customs.

Parallel imports

Special rules apply if you purchased your product in one country but wish to return it from another. This may mean the product must be returned to the distributor in the country of origin for repair. The same situation may unknowingly arise if a retailer in one country sold the product to you in a different country. You should contact Chord Electronics for further details before taking any action. Failure to obtain our authorisation may mean that unauthorised repair invalidates the warranty.

NON-WARRANTY REPAIRS

This section deals with the situation where you ask us to repair a product which is out of its warranty period or to repair a defect which is not covered by warranty.

Who should I contact to arrange a non-warranty repair?

Contact Chord Electronics (see below). The repair will be carried out by Chord Electronics, or any of its Authorised Service Centres.

What will a non-warranty repair cost?

You will be responsible for all costs of the repair including carriage and insurance to and from us or the Service Centre; parts and labour. We will endeavour to give you an estimate of costs, but it is normally impossible to give an accurate quote until we have received the product.

Are there any limitations to what can be repaired?

Chord Electronics reserves the right to decline to repair a product if (for example) a part required for the repair is no longer available, or in our opinion, the level of damage has rendered the product beyond practical or economic repair. If we are unable to repair your product, we will try to offer an alternative solution.

Are non-warranty repairs guaranteed?

Repair work comes with a six-month guarantee from the date of repair. Chord Electronics reserves the right to reject a further repair within that six-month period if misuse or user error results in a second failure. In such a situation, we reserve the right to charge for parts and labour, including costs for the inspection of the device. By requesting a repair, you are accepting that you may receive your product back in an altered state from which Chord Electronics received it.

Abandoned products

If we are unable to return a product to you, we will write to or email you at the last known contact address we hold for you to explain the problem and suggest a remedy. Ownership of product which remains uncollected, or that we have been unable to return to you, shall pass to us 365 days after we write to you as above.

Your statutory rights

Consumers have statutory rights under applicable national and territorial laws relating to the sale of consumer products. This warranty does not affect statutory rights you may have, nor does it exclude or limit rights against the person from whom you purchased the product. You may assert any rights you have at your sole discretion.