



Extended Warranty



Your fwip warranty extension

Terms & Conditions

1. Provided that the Customer uses the Equipment in accordance with the User Instructions; during the extended Warranty period fwip will repair the product free of charge or replace defective parts. At its option, fwip may replace the Equipment covered by the Warranty. Any exchanged product or parts replaced under this Warranty become the property of fwip. Subject to the conditions below, fwip warrants that the relevant Equipment is free.
2. This Warranty is not transferable.
3. fwip will repair or replace the Equipment under Warranty as soon as reasonably practicable from the date a service call is raised in writing with fwip. However, prior to raising any service call, the Customer shall ensure it has complied with any published service resolution processes or troubleshooting FAQs.
4. When a Customer raises a ticket, fwip will either:
 - (i) arrange with the Customer for an authorised field engineer to attend and repair the item at the agreed central location, or
 - (ii) arrange for the item to be collected, repaired and returned to the central location. Any such collection will require the original packaging for transportation, failing which there will be a surcharge for additional packaging. Fwip may provide temporary replacement Equipment during the repair of the Equipment.
 - iii) if, fwip is unable to restore the product to good working order, at its option fwip will replace the product with an identical or functionally equivalent product.
 - (v) if the Equipment is found to be damaged through Customer fault, the Customer will be notified of the costs to repair the Equipment and shall either confirm that they will pay for the repairs or decline to pay for the repairs and collect the Equipment. If the Equipment is left unrepaired with fwip for more than 90 days after notification to the Customer of the costs of repair and no payment has been made by the Customer, title in the Equipment shall transfer to fwip.



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(iv) in the event the Equipment cannot be collected where fwip has attempted to collect such Equipment under warranty on two occasions the Customer shall be charged £75 +vat where applicable for such attempts.

(v) in the event that the authorised field engineer is unable to access the machine, or any courier is unable to deliver a replacement machine or parts, a fee of £75 +vat shall be payable by the Customer for the failed attendance attempt.

(vi) where a replacement machine is delivered to the Customer and the Customer fails to return the faulty Equipment within 10 working days, the Customer shall be liable for the full price of the replacement machine.

1. Excluded from the warranty are:

(i) Defects resulting from failure to use the product in accordance with the operating instructions (found in the User Manual) or the technical and/or safety standards of the country where the product is used.

(ii) Defects caused by accident, fire, neglect, misuse, wear and tear, improper use, improper installation, the introduction of a liquid or other foreign matter into the product or occurring during transportation by the Customer or as a result of inappropriate packaging on the part of the Customer.

(iii) Defects caused by the use of parts or accessories other than those provided by fwip or caused by adjustment, repair, modification or dismantling by a person not so authorised by fwip.

(iv) Equipment outside of the warranty period defined in the Warranty Terms above.



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1. Where the warranty on the Equipment has expired and the Customer has not extended the warranty period, if a fault arises on the Equipment the Customer may request a repair. fwip will collect the Equipment free of charge and assess the fault. The Customer may choose one of the following options:

(i) Pay for the repairs, and fwip shall repair/replace the Equipment and raise an invoice for the cost of repair and deliver the Equipment back to the Customer, at fwip's cost; or

(ii) Buy the extended Warranty which will then cover this repair and the Equipment will be returned to the Customer at fwip's expense; or

(iii) Do neither of (i) or (ii) above and the Equipment will be returned to the Customer in the same condition, return delivery costs to be paid in advance by the Customer.

In the event that the Customer decides not to pay for the repair, extend the warranty or pay for the return delivery costs within 3 months' of the collection of the Equipment by fwip, the title in the Equipment shall pass to fwip who may dispose of the Equipment with no liability to the Customer.

How to contact Customer Service

In order to raise a service call, the Customer should contact fwip immediately by telephone on +44 (0) 207 247 0777 or by email on support@fwip.com. In the event of a phone call made for service, a service ticket must be logged by email and confirmation received by the Customer by email as written proof of receipt. In the event of a warranty claim by the Customer or any request for assistance with the Equipment the Customer will allow fwip or its nominated person(s) to attend the premises to inspect the Equipment if it cannot be fixed remotely.

