

Manufacturer warranty

Terms of warranty:

1. ZPAS grants the following warranty periods for correctly used products:
 - 24 months for catalogue products
 - 18 months for air conditioning and cooling systems, except as otherwise specified by the manufacturer (also applies to statutory warranty)
2. If ZPAS products were purchased from third parties, claims under warranty should be addressed to the seller.
3. The cost of returning the goods is covered by the buyer.
4. Defects of goods discovered during the warranty period will be removed by ZPAS after analysing the reported defect. ZPAS allows the customer to remove the defect on its own (ensuring that the original warranty is continued) after prior delivery of spare parts.
5. A claim may also be resolved by way of replacing the damaged goods with another non-defective product featured with the same or better parameters.
6. The warranty will be handled only if the claim form found on <https://zpasgroup.co.uk/content/20-customers-complaint-form> is correctly filled out. The basis for lodging a claim are the number of the sales invoice issued by the ZPAS manufacturer and the details found on the name plate or other marking of the product.
7. The manner of dispatching the goods, both to ZPAS and back to the customer, is agreed on a case-by-case basis.
8. The article should be delivered to ZPAS in original or equivalent packaging that provides suitable security. If the goods are not sufficiently secured, the risk of damage is borne by the claimant.
9. The warranty does not cover:
 - disassembly and reinstallation of the equipment and its maintenance,
 - goods whose seals, if any, have been tampered with,
 - goods with illegible or obscured serial numbers,
 - goods which have been used, maintained, transported or stored in an improper manner,
 - goods with mechanical, electrical, thermal or chemical damage,
 - deterioration of article properties due to natural wear and tear,
 - faults caused by external factors, such as: fire, vandalism, unauthorised interference, aggressive work environment including excessive temperature, humidity, salination etc.,
 - costs of replacing parts worn due to normal operation.
10. The purchaser loses its rights under warranty in case of unauthorised repairs or structural modifications.
11. ZPAS is liable for damage caused by defects of the product up to the amount of the purchase price. The warranty does not cover any other claims, including claims for compensation. The warranty does not cover third party liability for product defects.
12. If the claim is unjustified, the customer may be charged with the costs of handling the claim.
13. All other issues are explained in the Seller General Terms and Conditions document.
<https://zpasgroup.co.uk/content/15-general-sales-terms-and-conditions>