



VEHICLE SAFETY AND WARNING DISTRIBUTION LTD (VSWD)

WARRANTY TERMS

- Vehicle Safety and Warning Distribution Ltd (VSWD) stands by its products and their quality. Each product is supplied with a warranty, the period of which is determined by the product type. VSWD will investigate all warranty claims for any product within the VSWD offering if they are notified to the company, within the warranty period, using the VSWD Returns Authorisation Notice. Any claim received outside of the product warranty period will be void unless there are specific circumstances acknowledged in advance, in writing, by the company.
- A pre-condition of the claim being accepted is that the product is installed by a qualified person or company in accordance with any instructions supplied with the product and with the hardware supplied with the product. Any deviation from this can make a claim void.
- VSWD does not accept any claim for destruction of the product, breakage during installation or usage, or for any damage or interference caused by a third-party product. Claims will not be upheld if the product is used outside of the operating conditions that are advised by way of instructions, data sheets, catalogue entries or confirmed in writing by an authorised representative of the company. This includes but is not limited to operating in extreme weather conditions, exposed to corrosive materials such as chemical detergents, or exposed to Ultraviolet degradation.
- Claims in connection to parts that VSWD sourced from a third-party will be limited to the claim that VSWD can make on the third-party supplier.
- Claims for defects encountered when our products are combined with other products such as cabling, connectors, bracketry will need to be investigated before accepted as failure to install, seal and test properly can have a detrimental effect on our product and will fall outside the scope of our warranty position.
- The decision to replace or issue a credit will be at the discretion of VSWD.
- Claims that are made for associated costs that include damage, downtime costs, lost profits and labour charges for repair fall outside of the scope of our warranty terms and will not be accepted.
- All claims forwarded to VSWD will be investigated and action taken if the correct written notification is sent to the company and the subject product is made available for review and inspection. Where the product is not available for inspection, the claim cannot be upheld.