



FOR SALES IN UK & EUROPE

This document sets out the terms and conditions of the product warranties for BeefEater Appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should there be a manufacturing defect in your Appliance. This warranty is in addition to other rights you may have under UK & European Consumer Law.

1. In this warranty:

- (a) 'Appliance' means the product purchased by you and accompanied by this document;
- (b) 'BeefEater' is the brand distributed in UK & Europe by M Richards Ltd, PO Box 1238, Cheddar, BS27 9AH, UK
- (c) 'Warranty Period' means the period specified in clause 3 of this warranty;
- (d) 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.

2. Application: This warranty only applies to new Appliances, purchased and used in UK & Europe and is in addition to (and does not exclude, restrict, or modify in any way) other rights and remedies under a law to which the Appliances or services relate, including any non excludable statutory guarantees in UK & Europe.

3. Warranty Period: Subject to these terms and conditions, this warranty continues for in UK & Europe for a period of 24 months, following the date of original purchase of the Appliance. Specific components are warranted against manufacturing defects in UK & Europe for the periods listed below;

- Burner Box - Further 3 years.

4. Repair or replace warranty: During the Warranty Period, M Richards Ltd or its appointed local distributor, at no extra charge if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. M Richards Ltd or its appointed local distributor may, in its absolute discretion, choose whether the remedy offered for a valid warranty claim is repair or replacement. M Richards Ltd or its appointed local distributor may use refurbished parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of M Richards Ltd or its appointed local distributor.

5. Travel and transportation costs: Subject to clause 7, M Richards Ltd or its appointed local distributor will bear the reasonable cost of transportation, travel and delivery of the Appliance to and from M Richards Ltd or its appointed local distributor. Travel and transportation will be arranged by M Richards Ltd or its appointed local distributor as part of any valid warranty claim.

6. Proof of purchase is required before you can make a claim under this warranty.

7. Exclusions: You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. This warranty does not cover:

- (a) light globes, batteries, filters or similar perishable parts;
- (b) parts and Appliances not supplied by M Richards Ltd or its appointed local distributor;
- (c) cosmetic damage which does not affect the operation of the Appliance;
- (d) damage to the Appliance caused by:
 - (i) negligence or accident;
 - (ii) misuse or abuse, including failure to properly maintain or service;
 - (iii) improper, negligent or faulty servicing or repair works done by anyone other than an M Richards Ltd or its appointed local distributor authorised repairer;
 - (iv) normal wear and tear;
 - (v) power surges, electrical storm damage or incorrect power supply;
 - (vi) incomplete or improper installation;
 - (vii) incorrect, improper or inappropriate operation;
 - (viii) insect or vermin infestation;
 - (ix) failure to comply with any additional instructions supplied with the Appliance;

In addition, M Richards Ltd or its appointed local distributor is not liable under this warranty if:

- (a) the Appliance has been, or M Richards Ltd or its appointed local distributor reasonably believes that the Appliance has been, used for purposes other than those for which the Appliance was intended, including where the Appliance has been used for any non-domestic purpose;
- (b) the Appliance is modified without authority from M Richards Ltd or its appointed local distributor in writing;
- (c) the Appliance's serial number or warranty seal has been removed or defaced.

8. How to claim under this warranty: To enquire about claiming under this warranty, please follow these steps:

- (a) carefully check the operating instructions, user manual and the terms of this warranty;
- (b) have the model and serial number of the Appliance available;
- (c) have the proof of purchase (e.g. an invoice) available;
- (d) telephone the numbers shown below.

Important Notice

Before calling for service, please ensure that the steps listed in clause 8 above have been followed.

UK & EUROPE

FOR SERVICE
or to find the address of your nearest
authorised service centre in UK & Europe
PLEASE CALL
+44 (0)1934 743322

FOR SPARE PARTS
or to find the address of your nearest
spare parts centre in UK & Europe
PLEASE CALL
+44 (0)1934 743322