



Return to Base Warranty 5 Year Mechanical 5 Year Electrical

Thank you for purchasing a Loxit Product.

Warranty Statement

Loxit Limited warrants only to the original purchaser - consumer of this product, that such products and parts thereof, when used for normal purposes by a competent person that is authorized to use the product in accordance with the operating instructions, are free of defects in workmanship and material.

First Things First

Register and Activate your Warranty

In order to register and activate your warranty complete the registration details on Page 3 of this document and return to Loxit by scanning the document and e-mailing, or by post.

Please see Contact Details on Page 2.

Failure to register and activate the Warranty may invalidate Warranty cover.



Register and Activate Your Warranty

Important. Failure to register and activate your Warranty within 30 days of receipt of goods may invalidate Warranty cover.

Purchaser Details

Company Name

Mr/Mrs/Ms/Miss

Forename(s)

Surname

Position in Company Address

Postcode

Telephone Number (please include your STD code)

E-mail Address

Equipment Details

Type of Equipment (e.g. Hi-Lo 750 Electric Screen Mount)

Model Number

Serial Number

Date of Purchase

Important Data Protection Information

Loxit Limited will use your personal details to register your warranty and add the details to our newsletter list. The newsletter is used to contact customers with company relevant information such as new product releases etc. Your information will not be sold to or shared with any other organisation or third party.

If you do not wish to be kept up to date with latest news and products please tick this box

For further information on Loxit's products, please visit the website www.loxit.com, follow on Facebook www.facebook.com/loxitproducts and on Twitter www.twitter.com/loxitltd. **Thank you.**

Please now return the completed form to Loxit Limited who will register and activate your Warranty details. Many thanks.



Warranty of Parts

For 5 years from date of purchase in respect of mechanical and 5 years in respect of electrical parts, Loxit Limited will repair or replace any defective part which results when this product is used in a normal manner.

Exclusions

This Warranty does not cover the mains input lead and RCD protected plug if applicable and does not apply to any product that has been abused, misused, installed incorrectly, altered by component parts or substitutions, or used for rental purposes.

This Warranty does not cover any personal injuries, damages to or failure of the product or any other losses due to accident, improper use, neglect, misuse, abuse, normal wear, improper assembly or improper maintenance.

Loxit Limited shall not be liable for incidental or consequential losses or damages, including any abortive installation costs, howsoever caused. This Warranty covers the replacement of parts or goods and does not include visits to site or de-install costs.

Return to Base

This Warranty is a Return to Base Warranty, which means that the product must be returned to Loxit Limited at the address detailed at the foot of this document, at the customer's expense.

The decision to repair or replace parts is at the sole discretion of Loxit Limited.

First Contact

Please contact Loxit Limited using the contact details below where, in the first instance, we will require the user to perform checks in order to confirm and troubleshoot the problem.

Most problems can be resolved quickly and easily without the need to return goods, through a discussion with one of our technical team. Please call +44 (0) 1625 856 801 immediately a problem is discovered.

Troubleshooting

If the product has been installed, please contact Loxit Limited as soon as the problem occurs.

Please ensure the product is available to troubleshoot in order to prevent you making unnecessary additional site visits for this important process.

If, upon agreement by Loxit Limited and after troubleshooting has been completed, there is a valid Warranty claim and the goods must be returned, it is strongly advised that any goods which were delivered palletted should be returned palletted in order to provide protection to the product. You will be provided with an RMA number which must be clearly identified on the goods packaging for identification once it is received.

In all cases, original packaging should be used where possible or suitable packaging if original packaging is unavailable, in order to protect the products in transit.

It is the responsibility of the purchaser to ensure that when products are returned, they are sufficiently insured and Loxit Limited shall not be liable for any damage to the product in transit, to or from the purchaser, however it may occur. Loxit Limited strongly advise detailed photographs and/or video of the product prior to returning to Loxit Limited for the Customer's delivery transport insurance purposes.

If in doubt, please contact Loxit Limited at the address at the foot of this document for advice.