

## TERMS & CONDITIONS OF WARRANTY

### Warranty Statement

The following excludes clearance stock (items from a specific clearance list) which is sold with an out of box warranty only.

All warranty items will be repaired or replaced by Axess after testing, where applicable.

The costs for returning items to Axess will be covered by the customer unless a prior agreement has been made by both parties.

Axess will pay all other shipping charges and costs for returning the replaced or repaired product to the customer, provided it is not deemed customer abuse.

Axess International accepts no responsibility for any items returned by a non-traceable method. Customers are advised to package the goods correctly as Axess International cannot accept responsibility for goods damaged in transit due to poor or inadequate packaging.

Please make sure date code labels on products are not removed, if these labels are removed the warranty will be void.

Please contact us on 01327 301090 prior to sending goods back in order to obtain a returns reference number.

This will allow us to process your return efficiently and effectively.

**Battery Warranties** - (see below)

#### **Rechargeable NiMH, Ni-Cd & Li-Ion Batteries**

Battery will maintain no less than 80% rated capacity for a 12 month period from date of purchase from Axess International.

#### **Rechargeable PMR Ni-Cd Batteries**

Battery will maintain no less than 80% rated capacity for a 12 month period from date of purchase from Axess International.

#### **Rechargeable Lead Acid Batteries**

Battery will maintain no less than 80% rated capacity for a 6 month period from date of purchase from Axess International.

#### **Non-Rechargeable Single & Primary Cells**

Battery will perform at 100% rated capacity upon delivery from Axess International.

#### **THB Car Kits**

Bury/THB hands free car kits will function under normal working conditions for a 12 month period from the date of purchase from Axess International.

#### **PMR Accessory Warranty**

##### **Audio Accessories, Including Speaker Mics**

Audio accessories will function under normal working conditions for a 6 month period from date of purchase.

##### **Other PMR Accessories**

All other PMR accessories will function under normal working conditions for a 12 month period from date of purchase.

(For IC chargers and iTECH analysers please see Electronic Warranties).

#### **Goods Stock Returned For Credit**

Goods or unwanted stock may only be returned for credit if the item is unused, in its original packaging and within 14 days from the original

Date of purchase from Axess International. All items returned will be subject to a 20% re-stocking fee.

#### **Special order / Sold To Order Only Items**

Special order items carry the same warranty as laid out above, dependent upon the product, with the exception of "good stock". Please note that once placed, special orders cannot be cancelled or returned as unwanted stock. These items may only be returned if found to be faulty.

#### **Electronic Warranties**

##### **IC Series Charger & Charger / Discharger**

Charger shall be free from defects in material and functionality for a 12 month period from the date of purchase from Axess.

The warranty period covers parts & labour where required.

After the warranty period a quote for repair, including parts & labour will be raised and faxed to the customer. Upon acceptance of the quote the repair will go ahead. Once complete the item will be returned to the customer and a charge of £9.95 (excl. VAT) will be made for the cost of carriage.

If the quote is not accepted, the item will be returned to the customer and a charge of £9.95 (excl VAT) will be made to cover the carriage cost, unless the item is no longer required, in which case Axess International can dispose of the goods.

#### **iTECH Battery Charging & Maintenance Systems**

The following iTECH products are guaranteed from defects as stated below:

IQ-1N & IQ-1L 12 Months From Shipment Date

IQ-5 36 Months From Shipment Date

Battery adaptors 12 Months From Shipment Date