

GUARANTEE

Every Arc Torchology product is manufactured to the highest standards and is guaranteed for 3 months from the date of sale to the end user.

The guarantee covers, and is limited to, a fault developing as a result of faulty workmanship or faulty materials.

What is Covered?

- Defective materials used in the manufacture of the product.
- Faulty workmanship in the manufacture of the product.

What is Not Covered?

- Incorrect use or damage.
- Normal wear and tear to either the product, or the consumables, supplied with the product.
- Direct or indirect costs of any form arising as a result of a suspected, or actual, defective product.

How To Make A Claim.

- This guarantee is limited to the original purchaser of the product, it is not transferable.
- If a fault is suspected, Arc Torchology's sales office must be contacted and informed of the fault before the product is returned.

How Will We Handle Any Claim?

- Arc Torchology's sales office may ask you to return the product with a copy of your proof of purchase, (If you are the end user) or a copy of proof of sale to the end user.
- Depending on the nature of the claim, we may ask one of our technical staff to discuss the problem with you to get a quick resolution.
- If the product is returned we will examine it and at our discretion, either repair or replace the defective product free of charge.
- We will refund the costs incurred in returning the product if a defect is found, but will only refund normal transport costs. We will not pay for UPS, Express deliveries or any other highspeed carriers.
- If we believe the product failure is as a result of any reason other than defective materials or manufacture, we will issue a written report to you detailing our findings.

Other Issues.

- Whilst Arc Torchology products will give long and lasting service, we do understand the harsh and demanding working environment in which our products operate, therefore Arc Torchology retain the right to deal with any fault in a manner that best suits Arc Torchology.
- This guarantee is an addition to Arc Torchology's standard terms and conditions and Arc Torchology's standard Terms and Conditions of Sale will always take precedence over this guarantee.

Signed: **Grace Chen: Quality Manager**

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