

## SIP Warranty Statement

### General Warranty Statement

SIP operates a fixed warranty policy that affects certain products differently. If a product is listed with warranty, it will usually be stated on any receipt or the operation manual of said product. For more general information about the stated warranty policy, see the information below, or call our Aftersales team on **01509 500400**.

### Current Warranty Policy

The current SIP warranty policy is as follows, but may be different for promotional products in deals in which the warranty has been included with the package. Again, please check with the receipt or operation manual for more detailed information regarding the warranty periods of different products.

- The warranty period is 12 months unless stated otherwise.
- SIP Items designated for hiring purpose carry a 3 month warranty.
- Warranties are honoured from the purchase date of the original end user.
- Items may be held in distributors' stock for 3 years before warranties are void

All warranty repairs will be returned to the distributor, with carriage paid by SIP. Items claimed as warranty but, upon, inspection, are found not to be will be subject to charge. If the item is not covered by warranty, an estimate will be given for repair or recovery of the item prior to work, with the distributor paying carriage costs. For further information, please consult our Returns Policy.

### Non-Warranty Chargeable Repairs

Generally it is uneconomical to repair any product with a list value of less than £100.00. If this applies, SIP Industrial Products Limited with advice on the best solution or conditions accordingly.

Please note that a product inspection charge of £20.00 per item will be made regardless of fault and whether or not approval for a repair are given. Carriage costs both to and from the Distributor will be charged.

### Non-Manufacturing Repairs

On inspection, if the fault is found to be non-manufacturing, SIP will charge for collection and delivery, plus a small service charge. Consumable items are not covered under warranty terms.

The normal turnaround for machines being repair under warranty is 48 hours from receipt at SIP to dispatch pending parts availability. During busier items, processing of returns at SIP can be extended.

### Other Information

To avoid any unnecessary costs, it is often worthwhile checking any and all consumable items on the SIP product in question for general wear and tear prior to returning it to SIP Industrial Products for repair. For further details, please speak to our Aftersales team on **01509 500400**.