

REM

REM 3 YEAR WARRANTY

What this Warranty Covers

This warranty covers any product defects arising from faulty materials or workmanship; or defects arising from direct delivery transport damage. It is important to note that damages must be reported within 72 hours and are only covered for the address on the REM delivery note. Any issues relating to incorrect specification or missing components must be reported within 28 days from delivery.

What this Warranty Does Not Cover

Any problems arising from damage caused by misuse, failure to install correctly, damage caused during 3rd party transportation and storage, or fair wear and tear. (Goods delivered by the wholesaler or arranged by the wholesaler or end user will be classed as 3rd party transportation.) The warranty does not cover items not matching older REM products.

What is the period of this Warranty?

This Warranty extends for a period of three years from date of purchase. Customers must retain their receipt from the supplying REM Distributor as proof of purchase. Any wholesaler stock items will be covered for three years, where applicable, from date of purchase from the wholesaler but exclude transport damage.

What we will do to correct problems

REM will, at its discretion, repair or replace defective products. During the first year of ownership for UK Mainland customers only, REM will supply and, at its discretions, fit replacement parts or products. In years 2 and 3 for UK Mainland customers and for years 1, 2 and 3 for all customers outside UK Mainland, REM will supply replacement parts or products at its cost.

What we will not do

REM will not be responsible for any associated costs of refitting or reinstalling any products which have been replaced nor will it be responsible for any costs incurred arising from the non-availability of its products awaiting repair or replacement.

How do you get service?

Should any problems arise with your REM product please use the REM Support Link which is found at <http://www.remsupport.co.uk/>.

How does this affect my statutory rights?

This three year warranty in no way affects your statutory rights and is intended as an additional safeguard and benefit for buying and using REM products.

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Notable Exceptions to the warranty

1. Miranda Dryer and Airlite Couch are covered by 12 month warranty only.
2. Apollo, Apollo Lux, Blush, and Studio Trolleys are also covered by 12 month warranty only.
3. Any repairs carried out by REM personnel or accredited REM engineers have a 3 month guarantee.
4. Spares & Replacement parts supplied for REM products carry a 3 month guarantee.

Other Exceptions to the warranty

1. Upholstered seats are covered by a 3 year warranty except for where cloth gathers or stretches under use, which is deemed fair wear and tear.
2. Dryer Pole Wing Nuts are considered a wearable part and not covered by warranty.
3. Hoses and Waste Pipes for REM washpoints are considered a wearable part and not covered by warranty. Where a customer reports leaking from basin wastes, the customer should contact a plumber to repair. REM cannot accept liability for poor quality installation/maintenance of waste pipes.
4. Handsets for REM electric couches are only covered by warranty for the first 12 months.
5. Stained Upholstery due to hair dye and other products are not covered by warranty.
6. Stained Upholstery due to denim or similar are not covered by warranty.
7. Stained work surfaces due to nail varnish and similar products are not covered by warranty.
8. Water damaged timber vanity units are not covered by warranty where insufficient or no sealant has been used (when installing the porcelain or stainless steel basin) by the customer/fitter.
9. Damaged glass components or mirrors are not covered under warranty unless the damage was occurred during delivery and reported within 72 hours.
10. Visors on REM Hood Dryers are covered by warranty for transit damage only.
11. Any items damaged in transit are only covered by warranty if delivered on REM vehicles or REM appointed subcontractors. Any items collected from REM by customers or where collection has been arranged by customers are not covered for any transit damage.
12. Any items purchased from REM Reconditioned stock, invoiced on a code beginning with 3045 are not covered by warranty.
13. Any items sold as second hand by the wholesaler, or purchased from Ebay or similar are not covered by warranty even if they are still within 3 years of the manufacture date .

REM Returns Policy

Where REM agree to replace a product, the replacement item will be charged to the customer's account. The returned unit will be credited in full once it has been received back at REM. In cases where the reported fault cannot be found, no credit will be authorised.

Where REM have authorised a product return, all defects arising from faulty materials or poor workmanship; or defects arising from transport damage will be returned to REM at no cost to the customer.

Unwanted goods, or items not meeting customer requirements; which are free from the defects listed above, un-used, and in its original packaging will be considered for credit by a duly appointed representative of REM, if reported within 7 days of the original delivery date. A minimum charge of £60 will apply and will be communicated before the returns order is processed.

Items manufactured to the specific requirements of the customer (such as made-to-order furniture and upholstery; and bespoke furniture) are non-returnable. If the item is faulty it will be replaced or repaired at REM's cost, as per our terms and conditions.

REM will attempt collection of an arranged return a maximum of two times at which point the customer/wholesaler will have to arrange their own transportation for the goods to be sent back to REM or the returns note will be cancelled and any charges on the note will be applied to the account.