

# Rollet<sup>®</sup> Cage



## Limited Liability Warranty

ROLLET products are covered by a limited liability warranty from defects in material and workmanship by HRM Ltd. This warranty does not apply if, in the judgement of HRM Ltd, the product fails due to damage from normal wear and tear, shipping and handling, storage, accident, abuse or misuse, an act of god, or if it has been used or maintained in a manner not conforming to product's instructions, or has been defaced or modified in any way.

Repair by anyone other than HRM Ltd or an approved agent voids this warranty. The maximum liability of HRM Ltd is replacement product to the same value as the original product purchase. The warranty is valid for 12 months from the despatch date on the delivery note.



## Warranty Replacement Procedure

**Important: Do not ship your defective or damaged product to HRM Ltd before contacting the sales department on 08708 303 900 or [sales@hrmltd.co.uk](mailto:sales@hrmltd.co.uk)**

1. A member of our sales team will do initial troubleshooting with you to ascertain the nature of the problem and see if the product is defective. If it is, then this information is required:

- Your contact information
- Details of original purchase (date, quantity, etc)
- The delivery note number (DN ####) and date
- Details of how many items/units are affected
- Digital photos may be required to illustrate the nature of the problem

2. Depending on the nature of the problem, it may be necessary to ship the product back to HRM Ltd, which we will organise with you and advise you how the product should be packaged. Customers are responsible for the shipping charges to HRM Ltd. HRM Ltd is not responsible for product lost in transit to HRM Ltd. We suggest using a carrier that provides tracking information.

3. Alternatively, HRM Ltd can issue replacement parts for customers to fit themselves, as well as full instructions and technical support on fitting, if required.

## What is the Warranty on my Replacement Parts?

Warranty on the replacement unit continues from the original date of purchase and will be extended for the number of whole or part days that the product has been out of the buyer's hands for warranty repairs.

## "Out of Warranty" Products

If your product is not covered under warranty, we offer Repair Services for a fee. HRM Ltd warranty only covers failures due to defects in materials or workmanship. Warranty does not apply if, in the judgement of HRM Ltd, the product fails due to damage from normal wear and tear, shipping and handling, storage, accident, abuse or misuse, or damage that is attributable to acts of God, or if it has been used or maintained in a manner not conforming to instructions, or has been modified or defaced in any way. Replacement or spare parts are available via our sales department. Current prices and lead times to be provided at the time of application.