

# Specimen Only

## The MDH Bronze Warranty Service

The MDH Bronze Warranty Service gives you peace of mind that in the unlikely event of product failure, there is a quick and simple replacement available, so that the unit is out of service for a very short period of time.

You must advise MDH of the need for a replacement unit by email, fax, or royal mail.

An exchange unit will be shipped by MDH within 1 working day, by Next Day Courier.

You must return the defective unit to MDH, by packing it in protective materials and returning it by Next Day courier, or Royal Mail Special Delivery, and cover it with applicable insurance.

The defective unit must be returned to MDH within 5 business days, or a charge for the full price of the exchange unit will be made.

The MDH Bronze Warranty Service is not available for units that have been defaced, altered, or damaged beyond repair.

Please also refer to the Extent of Warranty Service and General Terms and Conditions on subsequent pages.

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## Extent of Warranty Service

An MDH Warranty is not a guarantee of uninterrupted or error-free functioning of a unit.

Service does not include repair of failures caused by: misuse, neglect, accident, modification, operation outside the Specified Operating Environment, improper maintenance by the Customer, failure caused by service of the unit by non-authorized personnel, or failure caused by a product, including supply products, for which MDH is not responsible.

When the exchange service is used, the returned unit becomes the property of MDH.

Exchange units may be new, repaired, or may be another new or repaired unit of equal or greater capabilities. The exchange unit becomes the property of the customer when the unit to be returned has been received by MDH, and the exchange unit assumes the remainder of the Warranty Service of the returned unit. The returned unit must not be encumbered.

Repair parts will be furnished on an exchange basis and will either be new, equivalent to new or reconditioned. All returned parts and products become the property of MDH.

## General Terms and Conditions

The terms and conditions of an MDH Enhanced Warranty Service apply to units which MDH has accepted for Enhanced Warranty Service, provided that the unit was originally purchased for company or individual use, from MDH, or an MDH distributor.

Payment Terms: Yearly Bank Standing Order. Tax Invoices will be raised once payment has been received.

## Enhanced Warranty Service Coverage

The period of cover runs from the date of supply of new goods if the warranty is purchased with the goods, or from the date of purchase of the enhanced warranty for existing goods.

If the Customer sells a covered unit before the expiration of the Warranty Service, then that cover may be transferred to the new owner by written Recorded Delivery notification from the original owner to MDH at:

MDH

Unit B, Nigel Court, Buckingham Road I E, Brackley, NN13 7LF, UK

MDH may decline to accept the transfer, and in this instance will refund the pro rata period of cover, subject to the notice period.

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## **Limitation of Liability**

The Customer's sole remedy under the terms and conditions of this Warranty Service is set forth in this section.

For any claim concerning performance or non-performance of MDH, for a covered unit under the terms and conditions of MDH Warranty Service, the Customer may recover actual damages up to the limits set forth in the following paragraph.

MDH's liability for actual damage from any cause whatsoever will be limited to the value of the faulty goods. This limitation of liability will not apply to claims for bodily injury or damage to real property or tangible personal property for which MDH is legally liable.

In no event will either party be liable for any damage caused by the other party's failure to fulfil its responsibilities under these terms and conditions. In no event will either party be liable for any lost profits, lost savings, incidental damage, or other economic consequential damages. This is true even if the other party is advised of the possibility of such damages.

All expressed and implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited in duration to the coverage period. No warranties, expressed or implied, will apply after this period. MDH may modify these terms and conditions at any time by either providing the customer with written notice or posting such revised terms on [www.mdh-uk.co.uk](http://www.mdh-uk.co.uk). Such revised terms shall be effective thirty days from the date of such written notice or posting.

## **Payment/Cancellation**

This Enhanced Warranty contract will not be in effect until payment is received by MDH within 30 days of invoice. The customer or MDH can terminate the extended warranty coverage at any time with three (3) months prior written notice or MDH may post an end of service notification on [www.mdh-uk.co.uk](http://www.mdh-uk.co.uk) for any unit model. MDH can terminate extended warranty coverage at any time for non payment.

When the extended warranty coverage is cancelled, MDH will refund to the customer the remaining portion of the warranty price paid on a pro rata basis.

MDH is a trading name of customDesignTechnologies Ltd, Registered Number: 2081576