

Specimen Only
MDH Warranties

**All MDH products carry a standard one year
'return to base' warranty.**

During this period MDH will repair or replace any faulty unit.

This 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.

MDH recognises that the equipment may be of critical importance, and whilst it will use its best endeavours to return the unit quickly, it cannot give any guarantee regarding timescale.

For this reason we offer Enhanced Warranties, giving you further peace of mind for continuous operation.

All enhanced warranties are available on a renewable yearly basis.

These are:

The MDH Bronze Warranty Service
The MDH Silver Warranty Service
The MDH Gold Warranty Service

Specimen Only

The MDH Gold Warranty Service

The MDH Gold Warranty Service gives you peace of mind that in the unlikely event of product failure, that MDH will provide on-site removal, packing and return of the defective unit, and unpacking, installation and commissioning of the exchange unit, **and one annual planned visit, to inspect and test the system for correct operation.**

The MDH Gold Warranty Service is provided at the Customer's business or home location, agreed at the time of purchase, during the contracted Period of Service.

For service locations within 50 road miles of MDH, currently located at Brackley, a next business day response will be provided, assuming the call is made, and acknowledged, by 1.00 p.m.

For locations outside 50 road miles, the response time will be two working days, and for locations in Scotland and Northern Ireland, the response time will be three working days.

MDH must be notified by written Recorded Delivery if the location of the product changes from its original agreed location. MDH will advise you of any increase in payment required, due to the increase in distance, and cover may be affected until any new payments are received

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

Please contact MDH to determine if this option is available for your unit model.

You need to provide MDH with full and free access to MDH Products to allow MDH to perform this service and a safe place in which to perform such service.

Any repairs required will be carried out, or replacements made.

Test and Inspection certification will be issued to the customer within 30 days of the visit.

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

Specimen Only

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.

Specimen Only

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. 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 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