

## General Terms & Conditions of Wittur UK

These conditions shall apply unless otherwise has been explicitly agreed in writing. Interpretation of any specification is the responsibility of the lift contractor and our quotation must be checked by the lift contractor to ensure it meets with your requirements, Wittur will not accept any liability for this. Quotations offers are valid for 30 days.

**Estimated time of delivery:** Delivery times shown are approximate timescales and will start from receipt of full customer order & technical approval confirmed by customer and administrative cost).

**Freight costs:** The customer carries the cost of packaging and freight of the goods (actual and administrative cost).

**Delivery clause:** Delivery of goods is Ex works from our office address. All delivery costs if not agreed on the quote/offer will be confirmed once the full consignment weight and volume is established. Agreement for delivery date (and time if applicable) will made be made in advance. If for any reason the customer is unable to accept delivery of the goods at the time when the goods are due and ready for delivery, Wittur has the right to charge warehouse rent to the customer

**Payment terms:** Payment shall be made within 30 days from invoice date unless agreed. In the event of late payment. Wittur reserves the right to charge interest of 8% above the Bank of England base rate on overdue accounts. Wittur holds the right to withhold goods if account payment terms are met.

**Complaints:** An inspection of received Goods for transport damage, quality, quantity, non-delivery or non-performance must be made at receipt. Photographic evidence must be submitted with any claim and will be compared with Witturs own records of goods despatched. Outcome will be determined upon final assessment.

**Warranties:** Wittur offers a warranty on delivered products for 2 years from date of delivery. The product warranty covers only original, inherent defects. I.e. defects present in the product upon delivery. Warranty applies on the conditions that appropriate care and maintenance in accordance with the manufacturer's instructions have taken place. The warranty also presupposes that the product has been installed correctly, in an environment and at an operating intensity intended for the product. Warranty does not apply for:

- Normal wear and tear, or for consumables / wear components.
- Damage caused intentionally or by negligence, by failure to follow instructions for use, incorrect installation or connection to the wrong voltage,
- Damage caused by abnormal environmental conditions or environmental conditions not intended for the delivered product.
- Accidental damage caused by foreign objects or substances during cleaning.
- Repairs not carried out by elevator companies according to the manufacturer's instructions or if spare parts other than original parts have been used.
- Replacement items will be sent out after thorough testing has been completed on damaged items. If a replacement part is required urgently then Wittur will require a replacement order from the client. Should it be found that the replacement is indeed damaged and caused due to manufacturer then a credit will be applied to the clients account

Wittur UK is the warranty issuer and provides either replacement products or instructions for repair / corrective action for products sold via Wittur UK.

**Claims:** Should the customer want to raise a claim they should do so in writing. Wittur's order number must be stated or a picture of the manufacturing plate / product sticker must be attached. All claims must be raised within 5 working days of accepting delivery.

**Returns:** Goods cannot be returned without Wittur's prior authorization. Duly authorized returns shall be sent to Wittur's premises at Unit 11 Broncoed Business Park, Wrexham Road, Mold, Flintshire, CH7 1HP.

**Transport damages:** If a customer arranges transport of the product himself, the customer is responsible for any damage that may occur during the transport. When Wittur UK arranges transport of the product to the customer's delivery address, any damage occurring during that transport must be reported to the forwarder and to Wittur UK and noted on the consignment note directly upon delivery.

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