A penguin with a logo

Description automatically generated

ARG Warranty Document

Congratulations on your purchase from Alliance Refrigeration Group! We take pride in providing high-quality refrigeration products, and we stand behind the reliability and performance of our products. This warranty document outlines the terms and conditions of your product warranty, ensuring that you can enjoy your purchase with confidence.

1. Warranty Coverage

Alliance Refrigeration Group provides a limited warranty for the products purchased from us directly or via our website (hereinafter referred to as "the Product"). The warranty coverage is as follows:

a) Product: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

b) Warranty Duration: 12 months from date of completion.

c) Coverage: The warranty covers defects in materials and workmanship under normal use and maintenance. It applies to the original purchaser of the Product only.

d) Remedy: Alliance Refrigeration Group, at its sole discretion, will either repair or replace any defective parts or the entire Product, free of charge, within the warranty period.

2. Warranty Exclusions

The warranty provided by Alliance Refrigeration Group does not cover the following:

a) Damage or defects resulting from misuse, negligence, accidents or unauthorized modification or repairs.

b) Normal wear and tear, including scratches, dents, or cosmetic damage.

c) Damage caused by transportation, handling, or storage after delivery.

d) Damage resulting from failure to follow the Product's user manual or maintenance guidelines.

e) Failure to comply with electrical requirements or usage in a commercial, industrial, or other non-residential setting unless explicitly stated in the Product's specifications.

3. Warranty Claims

To initiate a warranty claim, the original purchaser must adhere to the following procedure:

a) Contact Alliance Refrigeration Group's customer support team via email or phone within the warranty period, providing the following information:

- Proof of purchase (invoice or receipt)

- Product model, name, or description

- Detailed description of the defect or issue

- Contact information (name, address, phone number, email)

b) Alliance Refrigeration Group's customer support team will provide instructions for the return, repair, or replacement of the Product, if applicable.

c) The customer is responsible for packaging and shipping the Product to the designated service centre, unless otherwise specified by Alliance Refrigeration Group.

4. Limitation of Liability

Alliance Refrigeration Group's liability under this warranty is limited to the repair or replacement of the Product as stated in section 1. In no event shall Alliance Refrigeration Group be liable for any indirect, incidental, or consequential damages arising from the use or inability to use the Product, including but not limited to loss of profits or business interruption.

5. Governing Law and Jurisdiction

This warranty document shall be governed by and construed in accordance with the laws of England, UK. Any disputes arising from or related to this warranty shall be subject to the exclusive jurisdiction of the courts in England, UK.

Please retain your proof of purchase as it is necessary for warranty claims. For any further questions or concerns regarding the warranty, please contact Alliance Refrigeration Group's customer support team.

By using the Product, you acknowledge that you have read, understood, and agreed to the terms and conditions of this warranty document.

[Your Company's Name]

[Your Company's Address]

[Your Company's Contact Information]