

ACCURASCALE LIMITED LIFETIME WARRANTY

The Accurascale Limited Lifetime Warranty is a voluntary warranty provided by the manufacturer which offers rights separate to the user's statutory entitlements under consumer law. Therefore, the benefits provided by the Accurascale Limited Lifetime Warranty are additional to, not replacements for, those entitlements.

The Accurascale Limited Lifetime Warranty covers the product as housed in its original packaging against deficiencies in materials and workmanship when used normally from the date of delivery. Any claims made which do not fall under the scope of the warranty terms will not be accepted.

The Accurascale Limited Warranty does not apply: (a) to consumable components, e.g. batteries or coatings designed to diminish over time, unless occurrence is due to a deficiency in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents and breakages unless occurrence is due to a deficiency in materials or workmanship; (c) to damage resulting from use with a third party component or product, including but not limited to use with older power supplies (e.g. Hammant & Morgan Clipper) which output impure transformation of mains AC voltage to DC voltage, homemade power supplies, or power supplies not intended for use with model railway equipment; (d) to damage caused by accident, abuse or misuse, fire, liquid, chemicals, excessive heat, improper ventilation, power surges, excess or incorrect voltage, neglect or other external cause; (e) to damage caused by operating the product outside Accurascale's guidelines; (f) to damage caused by service performed by an individual who is not authorised to do so by Accurascale; (g) to a product that has been modified to alter appearance, functionality or capability; (h) to damage caused by normal wear and tear; (i) if any serial number has been removed or rendered illegible; (j) where the product is used as part of a profession, trade or other business; or (k) if Accurascale is informed by relevant authorities that the product has been stolen or if you are unable to provide evidence that you are the authorised user of the product (e.g. by presenting proof of purchase from Accurascale or an authorised stockist).

If you submit a claim Accurascale will, at its discretion:

(i) issue a replacement product of the same model (or with the user's consent a product that has the same or substantially similar features as the original product – e.g., a different model with identical features, or the same model in a different colour) that is new or comprised of new and/or previously used parts and has been tested and passed as fit for purpose, or

(ii) repair the product using new or previously used parts that have been tested and passed as fit for purpose.

When a product or part is replaced or a refund provided, any replacement item becomes the user's property and the replaced or refunded item becomes Accurascale's property.

A replacement product or a repaired product assumes the remaining warranty of the original product.

WARRANTY SERVICE

Repairs covered under this Limited Lifetime Warranty must be conducted by a person who is authorised by Accurascale to undertake such work. No reimbursement or warranty cover will be forthcoming for work carried out by unauthorised persons.

If the product was purchased directly from Accurascale and the user is situated within the United Kingdom, the user will be provided with a prepaid shipping label and instructions on how to properly pack and ship the product, so that it can be sent to Accurascale's Warranty Department. If the user is situated outside the United Kingdom or purchased the product from an authorised stockist, instructions will be provided on how to ship the item and associated costs will be reimbursed by means of a discount code which can be applied to a future purchase placed via the Accurascale website. Instructions will be provided via email or other electronic means. Once assessed, the product will be replaced, refunded, or repaired as appropriate. Accurascale will cover the cost of shipping to and from the user's location if all instructions regarding the method of packaging and shipping are adhered to.

In circumstances where a defective component or accessory is easily replaceable by the user, Accurascale may elect to provide the necessary spare parts so that the user can repair the product themselves. Accurascale is not responsible for any labour or material costs incurred by the user in such instances.

CONSUMER PROPERTY LEFT IN PRODUCT

Accurascale does not accept responsibility for any third-party accessories such as DCC decoders, or other personal property not removed from the product or its packaging prior to being returned. Furthermore, Accurascale does not accept responsibility for data loss experienced with such third-party accessories as a result of return procedures or any warranty work carried out on the product.

LIMITATION OF LIABILITY

Accurascale is not responsible for any indirect or consequential loss arising in connection with the product. Accurascale is not responsible for any failure in service arising from the company, its employees, contractors, or other representatives being delayed or otherwise hindered in the delivery of their commitments under this Warranty due to any circumstances arising which are beyond their reasonable control. Other than the rights the user is entitled to under consumer law, all warranties, terms, and conditions not set out in this text are excluded from the Accurascale Limited Lifetime Warranty. Accordingly, Accurascale makes no other promises, conditions, or warranties about the service other than those outlined in this document.

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