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## Warranty for JVA Products

All JVA products are inspected prior to shipment, if however you receive any such product that is either: (a) defective in workmanship or material, or (b) fails to perform as specified within the stated product warranty period, then such products shall be subject to the following warranty terms. All JVA products are covered by a 3 year warranty, this includes both mechanical and electrical parts but excludes batteries. Batteries are covered by a 3 month warranty.

The following applies to all JVA products:

- The warranty period starts from the day the product has been dispatched from Edgesmith. However, Edgesmith's warranty obligations will only commence once the standard payment obligations have been fulfilled.
- Failure to correctly install the JVA product may void the warranty.
- This Warranty is personal to the original purchaser of the Product, or to the first consumer where the Product has been purchased and installed by a contractor for the consumer's benefit, and is not transferable.
- If JVA products have been used for any purpose other than what it has been designed for, or has been misused, then the warranty may be void.
- The warranty may be void if damage has occurred as a result of the environment, examples could include power surges, lightning, insect damage, corrosion, flooding etc
- The warranty may be void if repair work has been undertaken on the product by a non-approved technician or other person.
- The warranty is a "back to base" warranty, where the product needs to be returned to Edgesmith.

The following information must be submitted when making a warranty claim:-

Purchasers Name: .....

Purchasers Phone Number(s): .....

Address where product is installed: .....

Product Name: .....

Date of Purchase: .....

Serial Number: .....

Original Invoice Number: .....

Description of fault: .....