

BLOCCS PROTECTOR GUARANTEE

Customers who purchased BLOCCS protectors from countries other than the United States of America

This Guarantee applies to customers of BLOCCS who are within 4 weeks of purchase, excluding those customers who purchased BLOCCS protectors in or from the United States of America.

Precision Dippings Manufacturing Limited trading as BLOCCS is the guarantor of this guarantee with registered address Lawrence Drive, Stover Trading Estate, Yate, Bristol, BS37 5PG.

The BLOCCS protector is subject to wear and tear but is guaranteed to last for 4 weeks of normal use.

The following does not constitute normal use:

- *Protectors stored at a temperature of 26 degrees Celsius and above;*
- *Protectors stored in close proximity to heaters;*
- *Keeping the protector in moist storage conditions;*
- *Exposing the protector to a period of prolonged light (in particular direct sunlight and artificial light with a high UV content);*
- *Causing the protector to come into contact with copper and copper containing alloys;*
- *Causing the protector to come into contact with solvents, oils and greases;*
- *Piercing the protectors with fingernails, jewellery or other sharp objects; and*
- *Tumble drying the protector or drying it on a radiator.*

This guarantee is also subject to the following conditions:

- *Protectors must be checked before each use to ensure there are no signs of damage of fatigue;*
- *In extreme cold, the protector may become stiff: this is not permanent, and warming will correct it;*
- *If the protector has deteriorated or become damaged in any way, a replacement should be purchased;*
- *The protector must be kept away from naked flames; and*
- *The protector can be washed in warm water and should then be dried carefully inside and out. Dusting the inside lightly with talc will make the protector easier to put on.*

If you purchased your BLOCCS protector no longer than 4 weeks ago and you believe that your BLOCCS protector is defective, please contact us by email detailing your claim at: info@bloccs.com.

Within this email, please include:

- your proof of purchase;
- details of where the product was bought and in which country;
- the order number and/or invoice number;
- the purchase price;
- the date of purchase; and
- a clear image of the defect.

We may request that you return the product for inspection so that we can thoroughly investigate your matter.

All returns should be sent to:

Bloccs
Unit J
Lawrence Drive
Yate
Bristol
BS37 5PG

If BLOCCS consider the goods in question to be defective, then you as the customer, may be reimbursed for the price paid for the goods or the goods will be repaired, replaced or dealt with in a way which BLOCCS deems appropriate in the circumstances.

This guarantee covers products purchased in all BLOCCS approved geographical areas, this is except those bought in the United States of America. This guarantee does not affect your statutory rights.