



HARDWARE LOAN WARRANTY CONTRACT

CONTRACT #: [REDACTED] CONTRACT PERIOD: [REDACTED]

USER(S): [REDACTED]

COMPANY / ORGANISATION: [REDACTED]

ADDRESS [REDACTED]

SAMPLE SAMPLE

PL

HARDWARE COVERED	SERIAL #
[REDACTED]	[REDACTED]

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SERVICE SUMMARY (in the event that you experience a fault with your hardware)

- You report your fault to us
- We discuss your problem with you and perhaps ask you to carry out a number of tests
- Once we have established that there is indeed a fault we send a similar loan unit to you
- We arrange for the faulty unit to be collected returned to our service centre where we repair it
- We return it to you
- We retrieve the loan unit

TERMS & CONDITIONS

RESPONSE TIME

If a fault is reported before 12:00pm then a loan unit will be delivered to you by the end of the following *business day*. If a fault is reported after 12:00pm then it may be another 24 hours before your loan unit is delivered.

COST OF REPAIR

All parts, labour and carriage costs will be borne by Blazie

TERMS & CONDITIONS

- Your contract will only be valid if your hardware has been examined and approved by Blazie prior to commencement of contract (or previous contract if run consecutively)
- We define a *business day* as any Monday to Friday between January 2nd and December 21st inclusive. Bank holidays excluded.
- We will only carry out a repair under the terms of your contract if we are satisfied that your hardware has not been damaged by accident, misuse, abuse, or as a result of service or modification by any party other than Blazie.
- We reserve the right to alter the terms and cost of the contract at the end of the term

PLEASE REPORT FAULTS

by telephone on 01793 435225 or 01983 617 097 or 020 8582 0450
by email at service@blazie.co.uk