



Duplex-Cleaning-Machines



@Duplex UK



Duplex CleaningUK



Duplex Cleaning Machines

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Warranty Policy

United Kingdom Only

With the exception of Distributors, this warranty applies to the original purchaser of the product from Duplex Cleaning Machines (UK) Ltd, (The Company) for 12 months from purchase:

This warranty excludes normal maintenance parts and consumables such as hoses, filters, drive belts, floor tools, cables, capacitors, relays, brushes and pads etc. that are considered replaceable during the normal working life of the machine.

1. Duplex 340/420/620 machines have a 36 month warranty on the motor only, all other terms apply.
2. The warranty period commences from the date the goods are purchased by the user.
3. Any warranty claim can only relate to the specific part that is proven to be at fault and for which a replacement will be supplied but cannot be extended to constitute a claim against the complete appliance.
4. The Company will supply and fit any warranty parts required subject to the claim being validated by a Duplex engineer, or after return of the faulty items to Duplex in accordance with the Company's Conditions of Sale.
5. All replacement parts are guaranteed for a period of 3 months.
6. Claims will not be accepted if they are the result of fair wear and tear, misuse or abuse of any kind, acts of God, damage in transit other than original product delivery, failure due to lack of proper care or maintenance or failure to comply with safety guidance.
7. No replacement will be given unless the appropriate evidence of the validity of the claim has been provided to the satisfaction of the Company.
8. The Company reserves the right to charge for any unnecessary work carried out as a result of an invalid claim.
9. No variation to this warranty may be made or implied by any member of the Company, it`s Distributors or representatives unless such variation is in writing and authorised by the Company.