



## Warranty Information

New products sold and distributed by Jiraffe are covered by a two year Seller's Warranty. Refurbished products, such as ex-demonstration or previously used products, sold and distributed by Jiraffe are covered by a 6 month Seller's Warranty.

These warranties work in conjunction with the Manufacturer's Warranty and are not designed to replace the Manufacturer's Warranty.

### What this warranty covers:

The Jiraffe warranty covers all product defects or failure in terms of faulty workmanship or materials for the specified period (either 24 months or 6 months) from the date of despatch, and guarantees that the product will, within reason, be fit for the purposes stated in the Manufacturer's Instruction for Use.

### Our promise to you:

Jiraffe will replace or repair any faulty or defective goods or parts thereof free of charge within the warranty period.

### What the Jiraffe warranty does not cover:

Items that are damaged or faulty/fail due to improper storage, maintenance, or misuse of the product, or use of improper replacement parts. Modifications or repairs carried out contrary to the Manufacturer's Instructions for Use or under conditions beyond the control of Jiraffe. Please note that it is the owner's responsibility to ensure that the product is regularly tested in line with any applicable government legislation e.g. LOLER or PAT testing.

### We ask that you...

Follow the proper care, maintenance, re-issue and servicing guidelines to ensure the Jiraffe warranty remains valid. We also ask that these are evidenced and recorded as stated in the Manufacturer's Instructions for Use document and product log book (if applicable).

When making a claim under the Jiraffe warranty, Jiraffe reserve the right to inspect the product and all necessary documentation.

### IMPORTANT

Jiraffe cannot be held liable or responsible for any damage or injury caused by misuse of products. If you require further information or guidance on the correct usage, care, safety and maintenance of any product within the Jiraffe range, please contact our Customer Support team who will be happy to help by sending you any additional information or arranging a Product Advisor visit if required.

### How can Jiraffe help you?

Call us for a chat on +44 (0) 114 285 3376  
or email us at [hello@jiraffe.org.uk](mailto:hello@jiraffe.org.uk)  
For all the info visit [jiraffe.org.uk](http://jiraffe.org.uk)

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