



TADL Pay as You Go SERVICE AGREEMENT TERMS & CONDITIONS

WHAT IS COVERED

Warranty Extension Repairs to

the equipment that you confirm to us by return of the registration card and a copy of the original purchase invoice for the equipment along with the completed direct debit mandate

for electrical or electronic failure

from the end of the manufacturers warranty supplied with the equipment to a maximum of 5 years in total

excluding those causes which are not covered as listed [below](#).

TADLs' liability is limited to the amount shown on the original Purchase Invoice.

The Service Level purchased as detailed [below](#).

Service Levels

You are only covered for the service level that you have purchased

For post manufacturer warranty cover the options are:-

1) LITE Cover : The service level is Return to TADL or our nominated repair centre at your own expense and risk. TADL will cover the costs of the delivery back to you.

Or

2) Collect & Return : TADL will pay the costs for and arrange the collection of the faulty equipment and return after repair.

For in manufacturer warranty and beyond the service level options are:-

3) Care Pack – 7 Day : For calls received before 5pm during normal working hours a hot swap loan unit will be provided by an engineering team within 7 days. The loan unit will be where possible of the same screen size or larger. If the loan unit will not fit onto existing bracketry then a tabletop stand or similar will be provided.

Collection of the faulty unit will be arranged for the same day as delivery of the hot swap unit

Where a loan unit is provided arrangements will be made to swap back out with the original screen after repair.

Or

4) Care Pack – Next Day Hot Swap : For calls received before 5pm during normal working hours a hot swap loan unit will be provided by an engineering team on site next working day. The loan unit will be where possible of the same screen size or larger. If the loan unit will not fit onto existing bracketry then a tabletop stand or similar will be provided.

Collection of the faulty unit will be arranged for the same day as delivery of the hot swap unit

Where a loan unit is provided arrangements will be made to swap back out with the original screen after repair.

WHAT IS NOT COVERED - EXCLUSIONS

TADL Assist shall not be liable for the cost of

- a) routine maintenance as required by the manufacturer or supplier or where a third party maintenance contract is in place
- b) any repair or labour charges associated with screen burn, pixel failure, colour filter failure, or glare filter failure
- c) repairing or replacement of consumables and limited life elements including but not limited to printer ribbons, toner, batteries, drums, fuser and developer units, lamps, styli, plugs, fuses, wires or cables, ink cartridges, software
- d) any repair or replacement completed without the prior authority of TADL Assist
- e) any expenses incurred where no fault is found
- f) compensation for loss of use of the appliance or any other consequential loss
- g) failure or damage as a result of fire, lightning, explosion, flood, rust, corrosion, dampness, radioactivity or sonic boom
- h) any costs associated with de-installation and or re-installation except where the Service Level purchased includes this cover
- i) the cost of materials and labour charges where the manufacturer or supplier is responsible under the terms of any guarantee or warranty
- j) use of accessories not approved by the manufacturer
- k) faulty software, configuration, jumper settings or programming
- l) failure as a result of manufacturing faults, inherent vice, wear and tear or operational error
- m) wilful act or neglect or misuse of the property
- n) failure of the property left unattended in a public place or during the hire or loan of the property to a third party
- o) any additional items in the form of upgrades or additions of any sort
- p) cosmetic damage
- q) loss of data or information stored on the equipment
- r) fraudulent claims
- s) any costs associated with collection and or delivery except where the Service Level purchased includes this cover
- t) any costs arising as a result of connectivity or compatibility issues
- u) any costs involved with upgrading operational software or controls
- v) any repair or replacement where parts are no longer available or the manufacturer has ceased trading
- w) any costs or repairs occurring where payment has not been received by the due date
- x) any costs or repairs occurring where the cover has been cancelled
- y) where next day on site service has been purchased, if the equipment is installed 3 metres or more from the floor then the service level will drop down to best available timescale to ensure suitable access equipment is available on site

z) any costs or repairs occurring within the first 30 days from purchase of this cover

CONDITIONS

1 It is a condition of this warranty extension that the completed registration card along with the original purchase invoice of the equipment to be covered and the completed direct debit form be returned to TADL within sixty days of the original purchase of the new equipment.

2 The Customer shall take all reasonable steps to ensure that the property is operated and serviced in accordance with the manufacturers' recommendations and all reasonable precautions to prevent or minimise any loss or damage or Accident involving the Property.

3 Claims Settlement - TADL may at their option repair reinstate or replace any damaged Property covered by this warranty or pay for the damage in money. Where the Property is in the opinion of TADL damaged beyond economical repair its replacement by Property of equivalent specification or its current market value whichever is the lower. Current market value is the original purchase price as demonstrated by the Purchase Invoice less 2% for depreciation for each complete month since purchase. In the event of replacement of the equipment or a cash settlement being arranged as a result of the property becoming uneconomical to repair the property becomes the property of TADL Assist Ltd who may take possession of this property and dispose of the salvage. Where the property has been rendered unrepairable due to the non-availability of parts TADL will not consider the property as being beyond economical repair but will refund the fee paid, less any reasonable administration costs incurred.

4 Cancellation - Cover will be cancelled with immediate effect where payment has not been received by the due date for whatever reason. TADL or the customer may at any time cancel any warranty by sending 14 days notice to the customer at his last known address. Reinstatement of cover is at the discretion of TADL and will be subject to an additional administration charge and may also be subject to an additional inspection charge.

LEGAL

1 This service agreement shall be subject to English Law

2 Purchasing this service agreement does not limit your protection under the Manufacturer's guarantee nor does it affect your statutory rights

DATA PROTECTION

TADL and selected companies acting on our behalf may use your name and address for marketing purposes. If you do not want to receive marketing information please write to the Data Protection Officer at TADL.

CLAIMS PROCEDURE

In the event of a breakdown, simply contact TADL within 30 days and quote the serial number of this warranty, the policy number of this service agreement and the serial number of the property. Please take all necessary steps to minimise further damage - we recommend that the equipment is not used until the fault has been rectified.

COMPLAINTS PROCEDURE

In the unlikely event of a dispute occurring under this contract please contact The Manager at TADL Assist Ltd.