

## WP\_003 Distributor Warranty Policy

### Introduction

This document sets out the Company's policy in relation to the provision of warranty for products provided to distributors. This Limited Warranty applies to physical goods and software functionality that have been sold by Acquisitions Systems Ltd, also trading as Pharmagraph (hereafter referred to as ASL) to a certified distributor.

### Warranty Period

Unless stated specifically on the product datasheet or quotation the warranty period for any physical goods purchased from ASL will be 12 months from the date of despatch. This date can be evidenced by shipping documents and any evidence will be available to review by relevant parties in the event of any disputes. To avoid any disputes regarding the date of despatch distributors are encouraged to maintain their own records of shipping documents for orders received from ASL.

The default warranty period and all subsequent terms and conditions contained herein apply to all physical goods purchased directly from ASL irrespective of where they are purchased from or delivered to.

### Warranty Terms and Conditions

Claims can only be made by the entity that made the purchase directly from ASL and proof of purchase may be required as evidence to support a warranty claim. No 3<sup>rd</sup> party claims can be made from entities that have acquired ASL products through resellers or via any other means of ownership transfer.

ASL reserve the right to refuse a warranty claim if there is evidence of misuse or damage to any product that is returned and reported defective. Depending on the value of the product in question, ASL may send a replacement item in good faith prior to conducting any root cause investigation and analysis on the returned product. For higher value items a full root cause investigation will need to be completed by ASL product experts before the warranty claim can be approved. See table below for default product value thresholds.

If alternative thresholds have been discussed and agreed in the terms of the licensed distributor agreement, then those supersede the default thresholds displayed below.

Product Value (£)	Replacement & Return Policy
< £250	Replacement part will be issued after claim is made.
£250 - £1000	Replacement part will be issued after return is confirmed.
> £1000	Replacement part will not be issued until return and investigation has been carried out by ASL and if repair is not possible.

Where products are returned for investigation prior to the processing of a warranty claim, ASL will seek to carry out equipment repairs in the first instance. Where repair is not possible or economically viable a replacement will be offered. Any product that undergoes a warranty repair will be issued with a full renewed product warranty starting from the date of despatch of the repaired item.

For certain high value items ASL may decide to issue an individual part or sub-assembly in lieu of a full replacement. This will only occur where distributors have been properly trained in the replacement of said parts and where there is a high degree of confidence the fault is limited to a single sub-assembly.

For parts not manufactured by ASL and where there is suspicion of misuse or excessive damage ASL reserve the right to return the faulty device to the original manufacturer for inspection. If they deem the device to have been rendered unusable due to misuse or damage then payment for the warranty replacement may be sought, subject to the product value thresholds laid out herein.

## Making a Warranty Claim

All claimants should direct their enquiry to the ASL Support department who can be reached using the details below.

Email - [support@pharmagraph.co.uk](mailto:support@pharmagraph.co.uk)

Phone - +44 1252 863123

To process a claim, it will be necessary to provide details of the product in question which will include but is not limited to the following: Product serial number, product model number, sales order number of purchase, purchase date, claimant company details as well as a detailed description of the reason for wanting to return or replace the product.

All reasonable steps will be taken by ASL product support experts to resolve the issue without necessitating the return or replacement of the product. If a return or replacement is necessary, then ASL logistics will arrange for the product. Claimants are not to organise the return of products themselves. Returning products back to ASL without direction from ASL logistics will lead to delays in claim resolution and import/export of returns or replacements. ASL support will issue a unique report number which will be referenced on all associated documentation and correspondence.

ASL will guarantee the supply of any replacement devices or parts that are deemed necessary to the same location as the original delivery. If the distributor wishes to deliver the part to an alternative location this will need to be requested prior to any logistics confirmation and is not guaranteed but will be assessed on a case-by-case basis.

## More information

If you have any queries regarding the ASL warranty policy or you have any queries relating to a product purchased from ASL and how the policy applies to this device then contact your sales representative or [sales@pharmagraph.co.uk](mailto:sales@pharmagraph.co.uk).