

Warranty terms.

All goods supplied by Toys for Time are subject to a 12 month manufacturer's Warranty commencing on the date of despatch. Under the terms of the Warranty, where a successful claim is made, Toys for Time will undertake to obtain repair of said product, or if appropriate, furnish a replacement. Exclusions to the Warranty can be found below under the title Warranty Exclusions. If a replacement part is not available or the product is considered beyond economic repair, we will provide a like for like replacement or an alternative product of similar value.

To undertake the evaluation of any potential warranty fault / failure all relevant electronic products must be returned to the manufacturer (details on request from Toys for Time), for all non-electronic products, in the majority of cases, after providing a full description and photos of suspected fault, we will arrange suitable collection should it be deemed a manufacturing fault. All said items should be removed and suitably packaged at the cost of the buyer and for electronic product all travel, shipping, freight or other cost associated remain entirely the liability of the customer.

Warranty Exclusions

- Warranty claims shall be limited to malfunctions that are due and traceable to defects in original material or workmanship of products.
- Defects in the product which can be traced to incorrect installation will only be covered by the warranty where Toys for Time have completed installation of the products. Warranty obligations shall not apply where any third party installation is deemed to have caused a defect in the product.
- Warranty obligations shall not apply if the alleged defect in the product does not exist, or if defects or defective performance was caused in whole or in part by the clients or its customers (or any third parties) improper operation, accidental damage, misuse, neglect, improper installation or testing, unauthorised attempts to repair, or by accident, fire or lightning, or through the product coming into contact with unsuitable materials or other hazards outside Toys for Time control.
- Warranty obligations shall not apply if defects or defective performance are caused by ordinary wear and tear or insufficient or incorrect maintenance, installation or use by the customer or any third parties.
- Warranty obligations should not apply if any item has been incorrectly removed, insufficiently packaged for return transit.
- Please note, warranties in whole or part are not transferable.

Where Toys for Time undertake installation of the product, the Warranty also covers any failures that arise where installation is deemed the cause of the failure.

The provision of services under the warranty neither extends the term of the warranty nor sets in motion a new warranty period. The warranty period for repairs ends with the expiry of the warranty on the product as a whole.

Where Toys for Time are requested to send an engineer or representative to a client's location in order to evaluate an electronic product potential warranty claim, any associated travel and labour time will be charged to the customer at the Toys for Time hourly rate £90 + Vat