

PRODUCT GUARANTEE

Customer Name		
Site Name		
RDM Job References	RDM Controls Ltd	RDM Installations Ltd
Customers PO Numbers		
Warranty Start Date		
Warranty End Date		
Warranty Period		
Warranty Signed on behalf of RDM		
Name Printed		

The RDM Group (“**RDM**”) is the trading name used when representing both RDM Installations Ltd (“**RDM I**”) and RDM Controls Ltd (“**RDM C**”). RDM have jointly issued this guarantee in respect of the Guaranteed Product associated with the Purchase orders described above, it being designed by RDM C and installed by RDM I. Any claim under this Guarantee is to be made to RDM I in the first instance.

Subject to the exclusion noted on page 2 (“**Product exclusions**”), RDM will repair or organise the replacement of the Guaranteed Product, or any part of the Guaranteed Product, free of charge or shall refund the price of the defective product on the following conditions:

1. Subject to paragraph 5 below, this Guarantee applies if the Guaranteed Product develops a defect in design, material or workmanship and fails to perform its normal function within 3 years of the Completed Installation Date listed above (or longer, if the Customer has taken a Service Contract for a longer period, as referred to below) (“**Guaranteed Period**”).
2. Any claim to be made under this Guarantee should be commenced by the Customer giving notice in writing during the Guaranteed Period and within a reasonable time of discovery of the defect. The notice should give all relevant details and should be sent to sales@rdminstallations.co.uk.
3. If required by RDM, an RDM engineer shall be given the opportunity of attending the Customer’s site for the purposes of inspecting the Guaranteed Product and verifying the nature and cause of the failure. If: (a) the fault or the cause of the fault is determined by the attending engineer to be outside of the cover provided by this Guarantee; or (b) a replacement product is installed to allow the Customer’s operation to continue while the Guaranteed Product is sent to the manufacturer by RDM for determination as to the fault in order to determine if this Guarantee applies and it is subsequently determined that the Guarantee does not apply, the Customer in each case will be responsible for the attendance time of the engineer and the cost of parts, any replacement unit and labour that is incurred in repairing or replacing the product, at the rates applied by RDM at the relevant time. The Customer shall pay any such invoice within 30 days of the invoice date.
4. If so requested by RDM, the Customer shall return any part of the Guaranteed Product to RDM at the Customer’s cost.

