



Servicing.

Terms & conditions.

- All machines must be returned in suitable packaging (use original packaging where possible).¹ All carrier surcharges that are incurred by QTech Global Ltd due to insufficient packaging will be charged to the customer in FULL.
- All pressure in the machine must be released. Failure to do so can cause injury.
- Where the machine is being returned with warranty cover still applying, it will be our endeavour to ensure that any replacement parts used and/or work carried out is covered by the warranty. However, we draw your attention to the fact **that any replacement parts and/or work required as a result of:**
 - 1 Unsuitable or abnormal usage;
 - 2 Damage caused by negligence or accident;
 - 3 Incorrect commissioning or fitting, removal or modification of any safety devices;
 - 4 Repairs which are performed by unqualified or unauthorised persons, or have not used genuine OEM parts;
 - 5 Normal wear and tear;
 - 6 Damage in transit;
 - 7 Faulty maintenance work, negligent handling, servicing or cleaning; and
 - 8 Usage to spray coatings not compatible with the machine**are not covered by the warranty and will be fully chargeable including all applicable transport costs.**
- If, after two months from receipt of machine there is no instruction from the customer as to how they wish to proceed; either with the service and/or repairs, or for the machine to be returned unrepaired, the machine will be removed from site and scrapped.
- If, after the scope of the work is explained to the customer they choose not to give approval to proceed; a collection, inspection and return fee to cover the carriage and inspection labour will be charged. Failure to agree to this will result in the machine being removed and scrapped.
- **IMPORTANT! IF A MACHINE IS RETURNED STRAPPED TO A PALLET INCREASED CARRIAGE CHARGES WILL BE INCURRED BY QTECH GLOBAL LTD. IT IS ABSOLUTELY ESSENTIAL THAT WE ARE MADE AWARE SHOULD THIS APPLY BEFORE DESPATCH. FAILURE TO DO SO, AND CONTINUING TO SEND THE MACHINE AS A PALLET DELIVERY WILL RESULT IN AN EXTRA CHARGE OF £150 BEING LEVIED ON QTECH GLOBAL LTD. WITHOUT ANY EXCEPTION THIS WILL BE CHARGED ONTO THE CUSTOMER.**²

¹ Where machines **are correctly packed for return** QTech Global Ltd assume responsibility for any delays, damage or loss in transit. However, please be aware that once the consignment is with the selected courier should any of these occur time is needed for an investigation to be followed through with the carrier. We appreciate the inconvenience that this causes, and will at all times endeavour to keep any delays to a minimum.

² Machines affected by this charge are: QP019 or equivalent, QP025 or equivalent, QT190 or equivalent, QT290 or equivalent. THIS DOES NOT APPLY TO NI OR ROI CUSTOMERS.