



## **Machines Warranty Statement**

Used machines are sold with a 30 day AFI warranty from date of delivery unless otherwise agreed in writing.

All new machines are supplied with standard manufacturer's warranty. For more information on the specific manufacturer's warranty, please ask a member of AFI Resale for full details. Wording and Exclusions will be provided upon request.

For all warranty claims; in the first instance customers must notify AFI Resale via phone or email and complete a specific 'Warranty Request Form'. AFI will in turn confirm the validation of the machine warranty request and be processed. Only when you have received confirmation, warranty work is to be undertaken and completed.

No charges will be accepted by AFI Group of Companies for any work undertaken by a customer prior to gaining authorisation in writing by a member of AFI Resale. Failure to follow these instructions will result in the claim being rejected.

No charges will be accepted by AFI Group of Companies for any down time to machines or associated hire costs of replacement machines whilst the machine repair takes place under authorised warranty.

All defective parts must be returned to AFI Resale within 7 days of authorization/completion, failure to do so may result in the parts being charged to back the customer/end user.

The following items are excluded from the standard 30 day warranty: Batteries, Operator Error/Negligence, Customer Damage or any failure due to wear & tear.

### **AFI Resale Contact Information**

Telephone – 01924 601049

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