



## Out of Warranty Repair Services

Egton customers can purchase “Out of Warranty Repair Services” from Egton for equipment classified as outside of manufacturer warranty (“Equipment”), whether they have been purchased from EMIS or Egton. Out of Warranty Repair Services can be carried out on-site or by the Egton Service Centre based in Leeds, depending on customer requirements.

### 1 General

All Out of Warranty Repair Services are provided on Egton’s LCC031EG Terms and Conditions for the Supply of Services (“General Conditions”) as augmented or amended by this document. A copy of the General Conditions can be accessed on the Egton Website at <http://www.egton.net/kb-file.php?file=LCC031EG> or further copies are available on request. Where there is a conflict between this document and the General Conditions, the General Conditions will prevail. The “Customer” is the person or organisation shown on the quotation for the Out of Warranty Repair Services (“Quotation”). Supply of the Out of Warranty Repair Services is conditional on the Customer signing and returning the Quotation and the associated “Repair Form”.

### 2 Out of Warranty Repair Services

Out of Warranty Repair Services will be carried out by HP Accredited Engineers, with reasonable care and skill, as reasonably economically as possible, charged in accordance with the “Repair Form” and to the original manufacturer’s technical specification where available. Out of Warranty Repair Services do not include the correction of software issues and do not extend to reinstalling software applications. Although Egton makes every effort not to lose data, Customers must back up all data before Out of Warranty Repair Services are provided. Egton will not be liable for any damages whether direct or indirect, resulting from the loss of or damage to data or software applications occurring as a result of the repair service whether or not such loss or damage is caused by our negligence.

### 3 Quotation

Quotations are valid for 14 days from the date shown on them and are made by HP Accredited Engineers. If, while Out of Warranty Repair Services are being provided other Equipment faults are found by Egton beyond the original diagnosis in the repair Form:

- that mean a repair is uneconomical, the Customer will only be charged fees relating to original diagnosis as detailed in the Repair Form.
- that mean a repair is going to cost more than the Quotation but is still economical, an additional quotation will be sent to the Customer and no further work carried out until acceptance of the revised quotation and, if the Customer decides not to proceed with the repair further, fees relating to original diagnosis will be due as detailed in the Quotation and Repair Form.

### 4 Quotation Confirmation

The Quotation must be signed on behalf of the Customer and returned to Egton by fax or email, accompanied by the associated Repair Form. Orders are only binding when a signed Quotation and Repair Form are received by Egton (“Order Acceptance”).

On receipt of an Order Acceptance, Egton will contact the Customer by telephone. If Order Acceptance is received before 4pm Monday to Friday, Egton aim to call the Customer the same day to arrange collection of the Equipment or to arrange an engineer visit date as the case may be.

### 5 Prices

The price in the Quotation (“Price”) is based on access to the Equipment and supply of the Out of Warranty Repair Services at the address in the Quotation or to the Egton Service Centre (as applicable).

The Price includes collection (where applicable) and delivery on a Monday to Friday basis using Egton's preferred carrier.

### **6 Delivery**

Delivery of the Equipment to the Customer after provision of the Out of Warranty Repair Services ("Delivery" and "Deliver" as the case may be) shall be made during Egton's normal working hours (excluding weekend, local and national holidays) and, unless otherwise agreed in writing, only to the address stated on the Quotation. If the Customer requires delivery to be made outside such times, additional charges shall be payable. Egton reserves the right to Deliver in more than one Delivery. Delivery of Equipment will be made to the threshold of the Delivery address. The Egton courier is not insured to deliver, or place Equipment inside the Customer's premises. Provision is to be made by the Customer to accept these types of delivery. Disposal of packaging material is the responsibility of the Customer. Customers are to make provision to move the Equipment from the threshold to the area of storage.

### **7 Returns Policy: Damage, Shortage or Loss in Transit**

The Customer must adequately insure the Equipment. Claims for damage or loss of Equipment during shipment/collection by Egton's courier are in accordance with the courier company's terms and conditions (a copy of which has been supplied to the Customer and further copies are available in request). The Customer must inform Egton of any damage to Equipment or parts within 24 hours of receipt of the Equipment. All deliveries of Equipment must be signed for from the courier. If a delivery date has been provided and the Equipment has not been received, the Customer should contact Egton on 0845 125 5525. Out of Warranty Repair Services have a 90 day guarantee on parts and labour. Equipment found to be faulty within 90 date of repair is to be notified to Egton, quoting the original ECR number to diagnose the condition.

### **8 Cancellation of Order Acceptance**

Where an Engineer visit is scheduled, Customers may cancel an Order Acceptance up to 24 working hours before the visit. In the case of an Egton Service Centre repair, cancellation must be made prior to the collection date assigned to the Customer.

If the Order Acceptance is not cancelled within the relevant timeframe, the sum of £150 will be due as liquidated damages and the Customer will also be responsible for the return cost of delivery of any Equipment.

### **9 Attendance of Personnel to Accompany the Egton Engineer (where applicable)**

On the date agreed by Egton to visit the location specified on the quote the Egton Engineer must not be left unaccompanied. A member of Customer's staff must always be available for security reasons, and queries.