Lec Medical warranty terms and conditions (5 year)

1. Warranty Coverage

Lec Medical ("we" or "us") warrants that our products ("Product" or "Products") will conform in all material respects to their published descriptions and any applicable specifications provided to the end user. We further warrant that the products will be free from material defects in design, material, and workmanship for your specific product warranty period from the date of delivery to the end user.

During this period, at our discretion, we will either repair or replace any faulty item or component, provided the product has been installed, operated, and maintained in accordance with the manufacturer's instructions and subject to the conditions outlined in these warranty terms and conditions. A valid proof of purchase may be required to initiate a warranty claim.

2. Exclusions and Limitations

This warranty does not cover:
Consumable Items: components such as including light bulbs and fuses, are warranted for 30 days from the date of delivery.

Batteries, Locks and door seals/gaskets are warranted for 12 months from the date of delivery.

Loss of Keys: Keys are not covered under this warranty. Replacement keys may be supplied, where available, on a chargeable basis.

High Wear and Tear Items: The following high wear and tear components are warranted for 90 days from the date of delivery:

- Appliance feet
- Wheels and castors
- Shelves and shelf supports
- Drawer fronts
- Compartment flaps
- Power leads
- Plugs

The warranty does not cover damage arising from misuse, neglect, accidental damage, unauthorised modification, or normal wear and tear beyond the periods stated above.

User-induced faults: defects arising from fair wear and tear, misuse, accidental damage, modifications, incorrect or failed services to the unit, failure to follow the manufacturer's instructions, abnormal storage or working conditions, wilful damage, or negligence by the user are not covered.

Geographical limitations: on-site repairs by our engineers are only offered within mainland Great Britain and Northern Ireland. For products located outside these areas, please contact your distributor for support.

Unauthorised repairs or modifications: If a product undergoes any modification, repair or attempted repair by third parties without our prior approval, the warranty is invalidated.

3. Limitation of Liability

This warranty extends only to the Lec Medical product itself. Except as provided above, we shall have no liability to the customer in respect of the product's failure to comply with the warranty set out above nor any loss in relation to stored materials, potential revenue or profit, goodwill, indirect, or other consequential losses of any kind.

The above states our entire liability in respect of defects in the product other than any liability for death or personal injury directly caused by our negligence, which shall not be limited, or any liability which cannot by law be limited. Except as set out above, all warranties, conditions, and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded.

We reserve the right to charge the user, or initiator of a claim under this warranty, if the product is subsequently found not to be faulty, or any fault present falls outside the scope of the warranty as a result of one or more of the exclusions listed above.

A charge of £250.00 (ex. Vat) will be made at our normal service rate for labour, parts and any other associated costs incurred by us in respect of inspection and subsequent repair or disposal of the customer's property that falls outside the scope of this warranty.

4. Warranty Support and Repair Procedure

If you believe your LEC Medical product is faulty, please contact our Customer Support team. To help us assist you efficiently, you will need to provide:

- Product code and serial number
- A clear description of the fault
- Unit location and full address
- Contact details (name, phone number, and email) of the person responsible for the product and an alternative contact to support access on the day of the visit.

Our team may guide you through checks or adjustments to better understand the issue and provide the quickest solution. If necessary, we will escalate to a technical advisor or arrange for an engineer visit—typically within 72 working days.

5. General

Please note that we do not know how or for what purpose you, the end user, will use the product or what items you will store in or monitor with it and therefore will not be responsible for stored contents. We strongly recommend that you insure the stored materials for any loss that may occur arising from a fault in the product.

6. Contact Information

For any warranty-related repair enquiries, please contact our Customer Service Team on 0344 815 3742.