

## **WARRANTY PROCEDURE**

All AVO UK products (except SPORT EVO and MONO TUBE units, see separate headings) carry a two year warranty from the date of sale to the end user. The company's liability in respect of faulty goods is limited to either repair, replacement or refund at the company's discretion. The warranty excludes any claim for fitting/labour charges incurred through the fault of the product or for the replacement / refitting of any faulty product. AVO UK LTD will not be liable in anyway for loss or damaged goods caused by incorrect fitting of the product, (see fitting instructions)

The warranty will be void if.....

1. There is any damage to the piston rod, caused in the fitting or removal of the unit
2. The product has been dismantled or interfered with in any way
3. The product is not maintained to the guidelines which are included in all our packaging (if not received please contact your dealer or AVO UK directly )
4. The failure is due to excessive wear and tear, accident or competition use.

Replacement units will be invoiced / charged out as normal and if it is found to be a manufacturers error and does not contravene any of the above points, a credit note will be issued on the return of the faulty unit.

If the units are found not to be covered under our warranty terms, the units will be returned to the customer at their cost or a price for the repair of the unit will be quoted.

### **SPORT EVO/ MONO TUBE KITS.**

These kits are subject to a two year **repair warranty** , and must still meet with the above criteria to be considered under our warranty terms, however , no units will be replaced or refunded, a repair is the only option we offer. AVO UK LTD also do not accept any liability for labour cost in the removal/fitting of the product or the return carriage cost.

### **COMPETITION USE.**

Although many AVO products are sold for competition use, where these products are used for competition, no warranty is offered by AVO UK LTD, however if a product fails within this environment, the repair/replacement will be at AVO UK's discretion.

### **SPECIAL BUILDS / REBUILDS**

All times or dates given for delivery of special build units and customer rebuilds, are given in good faith, but without any responsibility on the part of AVO UK for losses possibly incurred. If time scale is not reached.