

Dapol no quibble* 24 month repair warranty (Locomotive Models marked 'W')

We want you to be completely satisfied with your purchase and obtain many years of pleasure from its operation.

Occasionally things 'go bad' and so, in the event that you experience a problem with your Dapol locomotive, we suggest that your first point of contact is with your retailer; they will be able to assist and advise with any teething problems and will use their experience to solve many of your questions or concerns simply and quickly. Your dealer is also the fastest way to exchange a model which is found to be missing components, accessories, or is otherwise defective after purchase.

We recognise that you may require more: If a replacement model is not available you may find a refund disappointing or you may simply prefer to deal directly with Dapol. For these reasons we offer a 12 month manufacturer's repair warranty on this product *in addition to your statutory rights.*

Our Manufactures warranty in simple terms: If your model experiences a mechanical or electrical fault within one year of purchase, you have the option for a free repair at our service agents which is (within the UK), post free.

At the end of your first year of ownership, the option exists to have your locomotive serviced by our authorised agent (a service fee is payable). Simply book your model in with our agent and you will be advised of the cost and a freepost address. Send the model with your payment and it will be serviced and returned with a validated warranty certificate for a second year of no-quibble warranty for your model. *Please note* that year 2 warranties cannot be issued more than 13 months after the date of purchase of your model.

VERY IMPORTANT: Please ensure that your dealer has supplied a proper printed receipt with your purchase. Without this, our service agents are unable to offer any service under the manufacturer's warranty and repairs will be charged at the prevailing rate. Your statutory rights with your place of purchase are unaffected.

How to claim:

- Locate the proof of purchase (copies acceptable) for your model.
- 2nd year claims must be returned with a validated 2nd year certificate (or 2nd year service fee).
- At your choice either:
 - Contact your dealer, and return your model to them (they will forward it to our agent).
 - Or*
 - Contact our service agent directly (They will provide a returns reference number)
- Write your returns number on the outside of the package, and enclose your name and contact information and proof of purchase.
- When posting, please ensure that you obtain a proof of posting and it is adequately packed. If you require proof of delivery or insurance, you will need to purchase the additional service (at your cost) from your post office.

What happens next? If you have supplied an email address, our agent will acknowledge receipt, and subsequently will advise you when work commences and is completed. They will also contact you if there are any unforeseen difficulties during the repair process. Using your email address you can use the online enquiry system to check the status of your model at any time via the internet. If you have not supplied an email address, your model will be repaired and returned in due course, you will be contacted by phone in case of problems. You may of course contact us (quoting the job ID) at any time.

What happens when the warranty expires? Our service agent offers a comprehensive repair service at reasonable cost. Alternatively they carry a comprehensive range of spare parts available for purchase.

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The small print! (Terms and conditions):

We intend this 'No Quibble' warranty to be a simple and fair addition to your statutory rights, however, some situations simply cannot be covered as they are outside of our control. We've listed these below.

That said, we're reasonable folks, so if in doubt, please contact either our customer service or service agents for advice on your situation, and we will suggest your best course of action.

1. Only Dapol model locomotives with the manufacturers 'W' mark are covered under this scheme.
2. This manufacturer's warranty is in addition to your existing statutory rights and offers a *repair service* for your model. Requests for outright refund or replacement should be directed to the place of purchase.
3. In the event the model cannot be repaired and subject to availability, at Dapol's option, a new replacement model maybe offered; alternatively you may opt for the return of the locomotive in an unrepaired condition
4. In the event repair or replacement is not possible, we reserve the right to issue a refund voucher. Alternatively you may opt for the return of the locomotive in an unrepaired condition.
5. On issuance of a replacement model or refund voucher the original model and associated accessories shall become the property of Dapol Ltd.
6. The replacement or repair of a model shall not extend the original warranty period under any circumstance.
7. The warranty covers the model's electronics, chassis and mechanisms for manufacturing defect or premature failure. The following situations are not covered by the warranty:
 - a. Accidental damage
 - b. Missing accessories (i.e. accessory packs) – Please return to your dealer.
 - c. Over or under oiling, incorrect oil type (use a thin synthetic oil i.e. Dapoil, LocoLube™ or similar)
 - d. Fair wear and tear (unless deemed to be premature by Dapol or our agent)
 - e. Routine maintenance, faults due to foreign bodies i.e. Drive tyres, Dirty wheels, Pickups etc.
 - f. Mishandling; inclusive of broken wires, dislocated driveshaft's, damaged valve gear.
 - g. Mechanical or electrical modification; inclusive of fitting of DCC to a non DCC ready model. (Reasonable modifications inclusive of: Weathering, super detailing etc. are permitted, however any adverse effects of such modification shall invalidate the warranty.)
 - h. Attempts to repair or modify the model shall invalidate the warranty.
8. This warranty is not transferable and is valid only for purchases from authorised Dapol dealers and when accompanied by a proof of purchase. Used models and/or models purchased from private individuals are not warranted. Purchases from auction sites are not warranted, (unless a 'Buy It Now' purchase of a new model from an authorised dealer supplied with supporting proof of purchase). Dapol and its agents shall be the sole arbiters as to the warranty status of the model and their decision is final.
9. Whilst every effort will be made to protect such, Dapol and its agents shall not be liable for damage or alteration to any 'super detailing' or other aftermarket cosmetic, mechanical or electrical enhancements.
10. Dapol and its agents shall not be held liable for damage caused to inadequately packaged models.
11. Dapol and its agents shall not be held liable for models lost in the post unless a proof of posting can be supplied.
12. All repairs will be commenced on a first in-first out basis, within a reasonable period after receipt by the agent. Unless agreed in writing by Dapol or its agent, prior to receipt of the model, time shall not be of the essence in this contract.
13. All repairs and/or replacements are subject to availability.

Dapol Contact information: 01691 774455 sales@dapol.co.uk www.dapol.co.uk

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