



Good Directions
GROUP OF COMPANIES

Guarantee

Good Directions Group Incorporates:

Good Directions

METAL GUTTA

Neptune Street Furniture

Shire Clocks

Hawkins Clock Company

TWN GRP

Good Directions Ltd, Time House, Hillsons Road, Botley, Southampton, Hampshire, SO30 2DY

Tel: 01489 774050

Email: accounts@gooddirections.co.uk

Website: www.gooddirections.co.uk

Products supplied by Good Directions Group of Companies

- The products supplied by the Good Directions group of Companies 'GD' is guaranteed for a period of thirty six months from the date of purchase against failure through faulty workmanship or materials
- This period will apply from the date of despatch from our works plus five working days (to allow for delivery to customer)
- This guarantee covers products that have been sold GD on a supply only basis and assumes that GD have been paid in full for the goods and that they have been correctly installed by a competent third party
- The guarantee provided is on 'a return to base' basis. This means that the customer is responsible for:
 - Any costs incurred in removing the components
 - The cost of sending any components back to us
 - Subsequent reinstatement of the components
- GD will:
 - Cover the cost of returning components if the fault is covered by our guarantee
 - Not cover any postage if no faults found or the fault is not covered by the guarantee
 - Not cover third party or labour costs incurred by the customer
- Telephone and Email support is available to help identify any problems and outline what may need to be returned.
- Replacement parts will not be sent until we have examined the relevant components in question and decided on the correct course of action
- Replacement parts can be purchased and a credit raised should the original 'faulty' components be returned to us and deemed to be covered by our guarantee
- Exclusions to this guarantee:
 - Damage as a result of incorrect installation
 - Failure of the power supply, power surges and spikes
 - Damage caused by lightning strikes
 - Limited liability of 1 year for all material finishes such as painting, powder coating, gilding and staining
 - Problems caused as a result of interference
 - Through vandalism
 - By anyone who has not been authorised by GD to carry out repairs
 - Circumstances beyond our control
 - Quartz clock mechanisms which come with a 1 year guarantee only
- A site engineer can be provided by GD;
 - This will be charged at the current hourly rate and will include apportioned travel time
 - Associated costs such as access equipment will be added unless access is provided for us
 - Any faulty components (subject to exclusions above) would be replaced free of charge

We take pride in our work and always hope that a customer does not need to take advantage of this guarantee. If you do need to call, please provide as much information as possible so that we can help as a high proportion of reported faults are often simple to identify and solve thus saving the need to return any items.

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Products installed by Good Directions Group of Companies

Telephone and Email support is always the first method used to try and resolve issues as many problems can easily be resolved without our attendance. Where we have to come to site the information that we request and you provide, may help us diagnose what the cause of the issue could be and what is required to resolve it, prior to our attendance.

Site visits are booked in advance and generally take place within 4 weeks of booking.

Standard guarantee terms as per our 'supplied products' with the following additions and exceptions.

- **Additions:**
 - The cover period of three years is:
 - Year one is on 'a return to site' basis
 - Covers the cost of providing an engineer to visit site and all associated travel costs (subject to exclusions below)
 - Years two and three are on 'a return to base' basis
 - Any costs borne by GD will be recoverable if:
 - There is no fault with our products
 - The fault is not covered by our guarantee
 - In regards to our clock products, the guarantee period will apply from the date we attend site, regardless of whether the system was commissioned at the time of installation or at a later date
- **Exceptions:**
 - Access to be provided by customer
 - Overseas travel cost to be covered by the customer
 - Travel
 - Accommodation
 - Sustenance

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