

THE GIZMO WARRANTY POLICY

1. Warranty Overview

The Gizmo is covered by a **12-month limited warranty** from the date of delivery.

This warranty covers faults arising from:

- Manufacturing defects
- Battery failure under normal use

The warranty applies only to the original purchaser and is non-transferable.

2. What Is Covered

We will repair the product where a fault is confirmed due to:

- Defects in materials or workmanship
 - Electrical or mechanical failure under normal operating conditions
 - Battery failure within the warranty period under normal usage
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3. What Is Not Covered

This warranty does not cover any issues arising from:

Misuse or Incorrect Use

- Use outside intended professional window cleaning applications
- Failure to follow installation or operating instructions
- Use in conditions beyond normal working environments

Physical Damage

- Drops, impacts, crushing, or mechanical stress
- Damage caused during installation
- Damage caused by external equipment

Modifications or Tampering

- Opening, altering, or modifying the device
- Attempted self-repair
- Use of non-approved parts or components

Normal Wear & Tear

- Cosmetic wear
 - Gradual degradation through normal use
 - Seals, external finishes, or consumable elements
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4. Installation Responsibility

The Gizmo must be installed using the supplied instructions.

The customer is responsible for:

- Correct installation
- Ensuring compatibility with their equipment
- Safe and appropriate use

Damage caused by incorrect installation is not covered.

5. Warranty Process

If you believe your product is faulty:

1. Contact us at **carl@thegizmo.co.uk**
2. Provide:
 - Order details
 - Description of the issue
 - Photos or video where possible

We may:

- Troubleshoot the issue remotely
 - Request return of the product for inspection
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6. Inspection & Outcome

All returned products are inspected.

If the fault is confirmed as covered under warranty:

- The product will be **repaired**

If the fault is not covered:

- We will inform you before proceeding
 - Return shipping costs may apply
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7. Repairs

Warranty claims are fulfilled by repair where possible.

We do not guarantee replacement or refund unless:

- The product cannot be repaired
 - Or repair is not practical
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8. Shipping for Warranty Claims

- Customers are responsible for return shipping costs
 - We recommend using a tracked service
 - We are not responsible for items lost in transit
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9. Warranty Void Conditions

The warranty is automatically void if:

- The device has been opened or modified
 - The device shows signs of misuse or incorrect installation
 - The device has been exposed to conditions outside intended use
 - Serial identification (if applicable) has been removed or altered
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10. Limitation of Liability

Our liability under this warranty is strictly limited to the repair of the product.

We are not liable for:

- Loss of income
- Loss of business
- Damage to third-party equipment
- Indirect or consequential losses

Liability is limited to the original purchase price of the product.

11. Your Legal Rights

This warranty is in addition to your rights under UK consumer law.

Nothing in this policy limits your statutory rights.