

CKO INTERNATIONAL LTD
TERMS & CONDITIONS, WARRANTY POLICY & RETURNS PROCEDURE

A. GENERAL TERMS OF SALE

CKO International Ltd provide electronic safety & leisure solutions for the commercial and passenger vehicle trade sector. All electronic equipment requires careful handling and regular maintenance, some also require software updates.

It is the responsibility of the customer to ensure that all equipment is fully functioning at the point of installation. It is the responsibility of the end-user to ensure that equipment handling, maintenance and software updates are undertaken in line with industry standards and manufacturer protocols. CKO International Ltd will ensure that software updates are made available wherever possible. Equipment faults will be dealt with by CKO in line with our warranty procedure. CKO is not liable for equipment failures where evidence does not demonstrate it has been handled, maintained or updated as described above.

B. PAYMENT TERMS

When goods are supplied on account, terms of trading are strictly 30 days from the end of the month following the invoice date. Title of goods remain with CKO International Ltd until all monies have been paid in cleared funds to the value of the invoice of the specific goods and the invoice value of all goods supplied to the customer by CKO International Ltd.

C. CARRIAGE & RECEIPT OF GOODS

Goods must be checked and any problems arising should be reported within 24 hrs of receipt. Carriage will be paid on orders over £500 in UK & NI. Otherwise carriage will be invoiced with goods through our preferred carrier.

D. WARRANTY POLICY

1. LENGTH OF STANDARD WARRANTY

All CKO products come with a minimum 12-month warranty. Some products may have a longer warranty period, customers are advised to check at the point of sale for specific warranty terms on individual products.

2. EXTENDED WARRANTY

Extended warranty may be purchased for items at additional cost, to be agreed when ordering.

3. FAULTS ON RECEIPT OF GOODS

Faulty items returned within 28 days of original invoice date, will be replaced by a new item once we have received and evaluated the original item. If the original item is not available an alternative may be offered, to the same or superior specification.

4. FAULTS AFTER 28 DAYS

Faulty items within their warranty periods returned more than 28 days after their original invoice date will be evaluated and, depending on the circumstances, either:

- Repaired
- Replaced (Refurbished)
- Replaced (New)

If the original item is not available an alternative may be offered, to the same or superior specification. Any items that have been repaired will be covered for the balance of the warranty period.

5. ADVANCE REPLACEMENTS

Following agreement from the Technical Department, in line with the Warranty policy and your account terms, advance replacements can be sent for items you believe are faulty. Customers will be charged for the replacement and a credit will be issued upon receipt of the faulty item and returns card and when the fault is confirmed.

6. SPECIAL ORDER PRODUCTS

You will be notified if what you are ordering is classed as a special-order item and you will be provided with a specification. Once agreed, Special Order products cannot be returned, unless faulty. If a special-order item is faulty, it will be replaced for new, or repaired, within the warranty period.

7. OUT OF WARRANTY

If an item bought from us is out of warranty, CKO International Ltd may be able to repair it for a charge. Customers will be asked to send the item for evaluation at their own expense. Once evaluated a repair price will be agreed.

8. WARRANTY SEALS

Some products sold by CKO International Ltd carry a warranty seal. This seal must be intact upon arrival at our service centre. Any damage to a seal indicates that a third party may have opened the product. Opening or removing outer casings from a product without prior consent from CKO International Ltd will void the warranty.

9. STANDARD WARRANTY TERMS

The warranty covers the product only and CKO International Ltd cannot accept:

- (i) Claims for labour
- (ii) Claims for parts other than those supplied by CKO International Ltd
- (iii) Claims made for the installation or de-installation of equipment
- (iv) Any other claims which are not directly for a part that CKO International Ltd have supplied

10. PRODUCTS FROM OTHER SUPPLIERS AND CHARGEABLE JOBS

CKO International Ltd record serial numbers for all products both entering and leaving the premises and accordingly will only accept warranty claims on those products. Items that are not original CKO International Ltd products, may be repaired under our chargeable repairs scheme.

11. PRODUCT ACCESSORIES

Product accessories include items such as remote controls, signal and power leads. Warranty claims made on such items will be agreed at the discretion of the Technical Director. Any accessories that have been damaged during installation or use will not be covered under the warranty agreement. In all instances of claims for accessories, the Technical Director's decision is final. Product accessories should be sent back and recorded on the returns card as part of the returns procedure.

12. DISPUTES AND CLAIM ISSUES

In the event of a dispute concerning a warranty claim, CKO International Ltd will aim to resolve the issue quickly in a mutually beneficial way. In the instance of a failed or unjustified warranty claim, CKO International Ltd reserves the right to charge the customer any costs incurred.

13. THE MANUFACTURERS DECISION ON ALL WARRANTY CLAIMS IS FINAL

In cases of dispute, the item will be returned at your expense for the manufacturer's decision. If the manufacturer concedes a manufacturing fault, this cost will be refunded. In cases of dispute, CKO International Ltd will undertake to arbitrate between the customer and the manufacturer, but in all cases the manufacturer's decision will be final.

CKO Returns Procedure

If you think there is a fault with an item, please first contact our dedicated technical team:

- Call us on 0208 863 8333.
- Email a request to returns@c-ko.co.uk

1. Once requested, we will email you your returns card(s), each with a unique job number, one for each item being returned.
2. We advise you to complete the form with as many details as possible.
3. Print and send the Returns Card, along with your item, using the Returns label we send.

<p>C-KO International Tel: 020 8863 8333 Fax: 020 8863 0633 Email: Returns@c-ko.co.uk</p> <p>RETURNS ADDRESS</p> <p>RETURNS DEPT C-KO INTERNATIONAL LTD 14 THE HAWTHORN CENTRE ELMGROVE ROAD HARROW, MIDDX HA1 2RF</p> <p>PURCHASE DETAILS</p> <p>Trade account no</p>	<p style="text-align: center;">Returns Job Card</p> <p>JOB DETAILS</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Job no</td> <td style="width: 50%;">Date booked:</td> </tr> </table> <p>CUSTOMER DETAILS</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Invoice address</td> <td style="width: 33%;">Return address</td> <td style="width: 33%;">delivery address</td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Date purchased</td> <td style="width: 50%;">Invoice number</td> </tr> </table>	Job no	Date booked:	Invoice address	Return address	delivery address	Date purchased	Invoice number											
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