

Terms of warranty for LEITZ products from ACCO UK Ltd

Warranty period as indicated in the list below

The following conditions, which describe the requirements and the extent of our warranty service, do not affect your legal rights, especially the seller's warranty obligation caused by the sales contract with the end consumer.

1. Warranty period and start of the warranty

The warranty starts with date of purchase and lasts for 2 / 3 / 5 or 10 years. As indicated on the packaging or website. Benefits that we render due to this warranty do not effect an extension of the warranty time.

2. Content and extent of the warranty

Product defects that are due to material or production faults will be eliminated by the choice of ACCO UK Ltd through either repair or replacement delivery (if necessary against an equivalent product, having the same or comparable quality). In case of a replacement delivery the belongings of the replaced product will be transferred to ACCO UK Ltd.

3. Conditions and use of the warranty

The warranty service will just be rendered by presenting the original invoice / purchase receipt or a copy of it. It is a "bring in warranty" (customer bears the postage costs for the consignment).

For an optimum execution and to avoid extra costs it is mandatory to contact our customer service in advance by phone or in written form.

Product faults have to be complained immediately after detection and within the warranty time at the dealer, where the product has been purchased. Alternatively, demands out of this warranty can be made on ACCO UK Ltd at the following contact details:

ACCO UK Ltd
Oxford House
Oxford Road
Aylesbury, BUCKS HP21 8SZ
Tel: 0800 279 5102
service.uk@acco.com

4. Limitation of the warranty

The warranty is limited for lever arch files and ringbinders on the mechanics.

The punching pipes of the perforator 5182 are excluded from the 10- year warranty.

The warranty is not valid in case of faults, that are causally reduced to:

- a) Incorrect installation e.g.
 - inobservance of the valid safety regulations respectively the enclosed user manual
- b) Improper use as well as incorrect operation or treatment of the product. Accident, neglect, abuse or misuse owing to failure to comply with the normal operating procedures for a product of this type.
e.g.
 - not using Leitz staples or use of wrong kind of staples for staplers / stapling pliers
 - the punching of e.g. clips/foils etc. with the hole punches
 - the insert of extraneous materials in the lamination machines instead of the common lamination foil
 - the product recommended sheet/film capacity having been exceeded
 - materials/substances having been passed through the product for which the product was not designed (e.g. for shredders)
 - The original model and serial number plate having been altered, defaced or removed (e.g. for shredders);
- c) External influences e.g. transportation damages, which are not covered by us;
- d) Executed repairs or changes on a product, which have not been executed from ACCO UK Ltd or an authorized customer service;
- e) Non-observance of the care and cleaning work according to manual, e.g. no or not enough oiling/greasing of the punching stamps of the hole punches or missing or insufficient cleaning of the rolls of the lamination machines by means of cleaning cartons.

5. Additional Warranty for Shredders

ACCO UK Ltd guarantees the cutting blades of the shredder to be free from defects in material and workmanship for (see table below) from the date of purchase by the original consumer.

Please note that the cutter blades will be progressively worn down by shredding fastened sheets (staples and paperclips) - this is not covered in the warranty. The Leitz Shredder range has been design to shred credit cards & CD/DVDs in the standard 2 year warranty period as per the below table. Any excessive credit card or CD/DVD shredding will invalidate the extended cutter warranty.

Model	Standard Warranty Period	Cutter Warranty Period	Paper Clips / Staples	Credit Card / CD's / DVD's
IQ Slim Home Office	2 years	2 years	Yes / Yes	No / No / No
IQ Home Office	2 years	2 years	Yes / Yes	No / No / No
IQ Office P4	2 years	2 years	Yes / Yes	No / No / No
IQ Office P5	2 years	2 years	Yes / Yes	No / No / No
IQ Office Pro P4	2 years	2 years	Yes / Yes	No / No / No
IQ Office Pro P5	2 years	2 years	Yes / Yes	No / No / No
IQ Office Pro P5+	2 years	2 years	Yes / Yes	No / No / No
IQ Office Pro P6+	2 years	2 years	Yes / Yes	No / No / No

6. Products with Warranty

For details on the warranty period of your product, please check our website: www.leitz.com