

**Terms of warranty for RAPID 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 or 5 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](mailto:service.uk@acco.com)

**4. Limitation of the warranty**

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

- a) Incorrect installation e.g.
  - o inobservance of the valid safety regulations respectively the enclosed user manual
  - o the incorrect assembly against the assembling instructions
- b) Improper use as well as incorrect operation or treatment of the product e.g.
  - o not using Rapid staples or use of wrong kind of staples for staplers / stapling pliers
  - o the punching of e.g. clips/foils etc. with the hole punches
- 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.

**5. Products with Warranty**

For details on the warranty period of your product, please check our website: <https://office.rapid.com/>