



[www.ascotgrooming.com](http://www.ascotgrooming.com)

## Limited Warranty



### 1. Professional Use – Barber Poles and Pet Grooming Poles

The merchandise of Ascot Products is designed for professional use only and must be installed by a licensed professional electrician. Failure to do so will void customer warranty.

### 2. Manufacturer Defects

In the event of defects in material and workmanship, Ascot's obligation shall be limited to free labor and parts repair or replacement, solely at Ascot's option, of any defective part for a period of one year from the date of purchase.

In no event shall Ascot's liability to the final purchases exceed the cost of the equipment. Under Ascot's Warranty, all shipping and handling charges, including courier charges, shall be borne by the final purchaser.

Ascot's Warranty does not apply to defects in parts due to ordinary wear and tear, due to actions of persons or entities other than Ascot Products, or due to transportation of the goods. The Warranty is not transferable.

**All warranty repair work is done at an Ascot Products' repair facility. Once approved by Ascot Products, all merchandise for repair must be sent in the original shipping materials, at the buyer's expense.**

### 3. Disclaimer of Damages

The remedies provided herein are the buyer's sole and exclusive remedies and in no event shall the Ascot Products be liable for direct, indirect, special, incidental, or consequential damages (including loss of profits) whether based on contract, tort, or any other legal theory.

#### **4. Returns**

All new merchandise may be returned within 30 days from the date the customer takes delivery of the items and are subject to a restocking fee of 20% and any shipping costs. All merchandise must be returned, with prior Ascot Products approval, in the original shipping cartons, properly packed to prevent damage and must be insured against shipping damage. Cancelled orders (whether shipped or not), are subject to a 20% cancellation fee and all shipping costs. Custom items are not returnable.

Under Ascot's Warranty, all shipping and handling charges, including courier charges, shall be borne by the final purchaser. Absolutely no merchandise may be returned to Ascot Products without Ascot's consent and shipping instructions, and without original packing materials. Proper re-packaging of the merchandise into the original packing materials is the customer's responsibility.

#### **6. Shipping Policy**

The trucker is only responsible for placing item(s) at the end of the truck. Customer is responsible for bringing goods into store. If special services are required, the customer is responsible for additional freight costs.

#### **7. Freight Shipments**

For your protection, the acceptance of this shipment by the Transportation Company is an acknowledgement that the articles were delivered to them in good working condition and properly packed. The carrier who delivered this merchandise to your door is responsible for its safe delivery.

If the shipment is damaged (visible or concealed):

- Have the delivery person **note** on the freight bill of lading the nature and extent of damages.
- A claim for damage may need to be filed, therefore it is imperative you notify Ascot Products and the Transportation Company's office immediately of any damage.
- If the damage is unnoticed until the merchandise is unpacked, notify Ascot Products and the Transportation Company's office immediately. The merchandise may need to be inspected.
- Do not destroy any packing materials until the shipment is inspected and the claim settled. Normal wear and tear of the packing materials is anticipated, but the final responsibility for protecting the original packing materials is the customer's.

## **8. Shortages**

If the shipment delivered to you is not in accordance with the quantity of cartons shown on your receipt, do not accept it until such shortages are **noted** on the freight bill and bill of lading. Please notify Ascot Products of the shortage.

## **9. Warranty Disclaimer**

Ascot Products assigns to the buyer those warranties provided by the manufacturer of the merchandise being purchased. The only remedies for a breach of such warranty shall be those remedies specifically provided by the manufacturer of the goods with respect to which such warranty applies. The buyer hereby agrees to look solely to the manufacturer of the merchandise for performance, and/or implementation, of the remedies provided by the manufacturer for the breach of such warranties.

The warranty (s) from the manufacturer is exclusive and no other warranty, whether written or oral, is expressed or implied. Ascot specifically disclaims the implied warranty for merchantability or fitness for a particular purpose or use.

## **10. Service Calls**

Ascot Products does not make service calls; however we will make every effort to resolve the issue. Any questions please call (855) 40ASCOT or e-mail us at [info@ascotproducts.com](mailto:info@ascotproducts.com).