

Warranty+

Our Warranty+ fixes your costs and removes the uncertainty of aftersales warranty claims.

WHAT IS IT?

In addition to our standard offering of free parts to replace faulty products, we will also cover the labour cost at a rate of £25/hr.

HOW DOES IT WORK?

- 1 A monthly amount of £20 paid by direct debit and invoiced annually covers all your purchases with an unlimited number of claims in that period. No minimum or maximum spend applies - the price stays the same no matter how many products you buy from us!
- 2 In the event of a suspected product failure, contact our Sales team on 01962 884444 or hello@venta.global who will provide you with an RMA number and arrange for a replacement part to be despatched.
- 3 Once the faulty part has been replaced, complete our **Warranty+ claim form**, providing the travel time and labour time spent replacing the product.
- 4 Return the faulty part to Venta together with the RMA number.
- 5 Once the faulty part has been received, Venta will inspect it to ensure it meets the criteria for warranty cover. A credit note will then be issued.

TERMS AND CONDITIONS

- > To be eligible for Warranty+ cover, products must be fitted with an industry-standard connector. If the product is mounted in an area susceptible to damp or water ingress it must be an industry-standard waterproof connector (for example Deutsch, Superseal, JST, Molex).
- > Available in the UK only.
- > Warranty+ is an annual contract of 12 months, payable annually by direct debit. You can opt-out at any time and continue to receive cover until the end of the 12-month period. The cover automatically renews for a further 12 months unless you cancel prior to the renewal, and covers all products purchased from Venta during each 12-month period.
- > To meet our warranty criteria, the product failure must be attributable to Venta. Warranty+ does not cover damage or installation error.
- > Signing up to Warranty+ does not affect your rights under our standard warranty terms & conditions. See Venta Global Limited **Buyer Terms & Conditions** for Warranty+ full terms.

£20/mo

No minimum or maximum purchase limit applies!



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