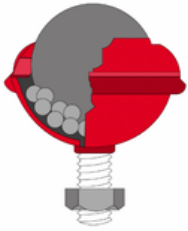


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Alwayse Engineering is renowned the world over for the design and production of high quality ball transfer units (BTU's) and we stand behind this quality with our product warranty.

We offer a standard warranty on every product we make with the option to apply for an extended warranty.



Extended warranty is available on all products with up to 2 years for our pressed units (typically the Euro and Flange Fixing units) and up to 5 years for our machined units (typically heavy duty and mini units).

1. Standard Warranty

Alwayse Engineering branded products are warranted against defects in material and workmanship for 12 months from the date of original purchase as standard, unless it has been misused, abused, modified or incorrectly installed. Any product that is claimed to be defective and returned to Alwayse Engineering, upon approval from our engineering team, will be repaired or replaced free of charge at the company's discretion (including freight).

2. Extended Warranty

2.1 An application can be made for an extended warranty the extension being either **2 or 5 years** depending on the product.

2.2 Extended warranty is available exclusively to the **end-user** of the product and it must be the **end-user** who applies.

2.3 Extended warranty applications must be registered with Alwayse **within 6 months of purchase** from Alwayse.

2.4 Applications are submitted through the Alwayse Engineering **website** [here]

2.5 BTUs must have been **professionally installed** using Alwayse installation tools and methods to qualify for warranty coverage.

2.6 The following information will be **required** as part of the application for extended warranty:

- | | |
|---|---|
|  Company name |  Point of purchase |
|  Address of installation |  Environmental conditions |
|  Point of contact – name, function, number |  Weight and type of load |
|  Alwaysse Product ID |  Photographic / video evidence of installation and usage |
|  Quantity | |

3. Warranty Claim Requirements

3.1 To process a warranty claim, the following may be requested and if so and must be provided:

-  **Video and/or photographic evidence** of the BTU installation and usage.
-  **Weight of loads** placed on the BTUs.
-  **Environmental conditions** in which the BTUs were operated (e.g. temperature, humidity, exposure to chemicals).
-  **Type of load** (e.g. static, dynamic, rolling).

3.2 All supporting information must be submitted at the time of claim.

4. Scope of Warranty

4.1 The warranty covers manufacturer defects only.

It **does not** cover:

-  Wear and tear due to normal operation.
-  Misuse or improper installation.
-  Damage due to operation outside specified parameters.

5. Inspection and Returns

5.1 Alwaysse will endeavour to make decisions **quickly** and where possible remotely using photos, videos and information provided by the end user. Alwaysse may require the **return** of the BTU's to Alwaysse for inspection prior to acceptance of a warranty claim.

5.2 Upon inspection and confirmation of manufacturer defect, **repaired or replacement** BTUs will be issued.

5.3 In the case of a physical inspection being required to provide absolute clarity and it being an **urgent situation**, a replacement part can be sent out in the meantime, with a decision made post-inspection about whether the replacement part is chargeable or covered by warranty.

5.4 **No cash refunds** will be provided under any circumstances.

6. Limitations

6.1 Alwaysse reserves the right to deny any warranty claim that does not meet the above criteria or where the failure is due to external causes.

6.2 This warranty is **non-transferable** and only applies to the original end-user.

6.3 This warranty is exclusive and there are no other warranties, express or implied, such as an implied warranty or merchantability or fitness for particular purpose. Alwaysse Engineering is not liable for any incidental, consequential or special damages, this warranty being limited to the replacement of the supplied parts only.