



Terms & Conditions

May 2018

COP UK, Delph New Road, Dobcross, OL3 5BG, England
tel: 01457 874 999 | fax: 01457 829 201 | email: sales@cop-eu.com
web: www.cop-eu.com

1. Parties

1.1. In these conditions of sale:

- 1.1.1. "Company" means COP SECURITY (a trading division of Weststone Limited (Company number 03161527) whose registered office is at Delph New Road, Dobcross, Oldham, OL3 5BG);
- 1.1.2. "Contract" means the contract between the Company and the Purchaser for the sale and purchase of the Goods in accordance with these Conditions.
- 1.1.3. "Goods" means all goods whether raw materials, components or finished products covered by the order;
- 1.1.4. "Order" means the order placed by the purchaser with the company for goods to be supplied by the company; and
- 1.1.5. "Purchaser" means any individual, firm, company or corporation placing an order with the company;
- 1.1.6. "Specification": means any specification for the Goods, including any related plans and drawings, that is agreed in writing by the Purchaser and the Company

2. Validity of Terms

- 2.1. All Orders placed with the Company will be exclusively governed by these conditions of sale to the exclusion of any other terms that the Purchaser seeks to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.
- 2.2. Any samples, drawings, descriptive matter or advertising produced by the Company or its suppliers and any descriptions or illustrations contained in the Company's catalogues or brochures are produced for the sole purpose of giving an approximate idea of the Goods referred to in them. They shall not form part of the Contract nor have any contractual force.

3. Quotations, Offers and Acceptances

- 3.1. Quotations are subject to withdrawal or modification at any time, do not constitute an offer and are only valid for up to 30 days from the date thereof.
- 3.2. All costs, estimates, documentation, specifications, drawings and illustrations furnished or issued by the Company are confidential, remain the company's property and must not be copied or disclosed to any third party.
- 3.3. An Order submitted by the Purchaser for Goods shall be deemed to be an offer to purchase the Goods in accordance with these conditions. The Purchaser is responsible for ensuring that the details of the Order and any applicable Specification submitted by the Purchaser are complete and accurate.
- 3.4. Orders are only accepted if confirmed in writing by the Company at which point the Contract shall come into existence. Acceptance of the Order by the Purchaser shall be conclusive evidence before any Court of Law or arbitrator that these terms apply.

4. Prices

- 4.1. Prices quoted apply to the quantities and delivery rates as stated and any variation in quantity, specification and rates of delivery may necessitate a price revision.
- 4.2. Prices quoted for Goods manufactured in countries other than the UK will be subject to adjustment to take account of currency fluctuations and any appropriate adjustment will be recorded on the invoice, on the day of dispatch.
- 4.3. All prices are subject to value added tax which the Purchaser shall pay in addition to the price at the appropriate rate.

5. Payment

- 5.1. All goods will be invoiced on dispatch and the Purchaser shall pay such invoice within 30 days from the date of invoice.
- 5.2. In any case where goods are dispatched in instalments, each instalment of the goods shall be duly paid for within 30 days of the invoice date as a condition precedent to the purchaser's right to future delivery.
- 5.3. If the Purchaser fails to make any payment due to the Company under the Contract by the due date for payment, then the Purchaser shall pay interest on the overdue amount at the rate specified for late payment of the price for Goods under the Late Payment of Commercial Debts (Interest) Act 1998. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after judgment. The Purchaser shall pay the interest together with the overdue amount.
- 5.4. The Purchaser shall not be entitled to delay, deduct, withhold or offset or make counterclaim against payments due.
- 5.5. The Company reserves the right to require payment before delivery.
- 5.6. When making payment to your credit account using a credit card we reserve the right to pass on the charges we incur.
- 5.7. Where Goods are imported by the Company for resale to the Purchaser the Company may require the Purchaser to pay the import duty element of the purchase price in advance to enable the Goods to be released from HM Customs & Excise.



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6. Delivery and Acceptance

6.1. The Company shall deliver the Goods to the location set out in the order confirmation or such other place as the Company and the Purchaser agree in writing.

6.2. Delivery dates quotes are the Company's best estimate for delivery only and whilst every effort will be made to keep to quoted delivery dates the Company shall be under no liability whatsoever if for any reason delivery is delayed. Time of delivery is not of the essence.

6.3. If the Purchaser fails to or refuses to accept the Goods, the Company may, after lapse of an additional 4 week period from such refusal, terminate the Contract. The Company may also select, after time lapse of such 4 week period, to otherwise dispose of the Goods and to provide for a new shipment to the Purchaser with a reasonably extended term of delivery.

6.4. If delay in shipment is caused or requested by the Purchaser, risk will pass on to the purchaser at the date the Goods are ready for shipment. From this date on, the Company is entitled to invoice the total purchase price, terms of payment begin with the date of invoice. Starting 2 weeks after notification that Goods are ready for dispatch, the Purchaser will be liable to a storage charge, equivalent to 0.125% of the invoice price for every week or part thereof, but not to exceed a total of 5% of the invoice price.

6.5. The Company may deliver the Goods by instalments, which shall be invoiced and paid for separately. Any delay in delivery or defect in an instalment shall not entitle the Purchaser to cancel any other instalment.

6.6. Where Goods are sold CIF unless otherwise stated the Company will effect marine insurance, obtain any necessary export license and pay dues and taxes incurred in respect of the export of the Goods up to the time of their loading. It shall be the responsibility of the Purchaser to obtain any necessary import license.

7. Property Ownership and Risk

7.1. Title to all Goods delivered by the Company remains with the Company, until full payment of the agreed purchase price for those particular Goods by the Purchaser to the Company.

7.2. The Company reserves the right to repossess the Goods in event of default or delay in full payment howsoever arising and the Purchaser hereby grants the Company the irrevocable license to enter upon any premises of the Purchaser for the purpose of doing so.

7.3. Until title to the Goods passes, the following provisions shall apply:-

7.3.1. The Goods shall, subject to clause 7.3, be kept separate and distinct from all other property of the Purchaser and of third parties and be stored in such a way as to be clearly identifiable as belonging to the Company;

7.3.2. The Purchaser shall not remove, deface or obscure any identifying mark or packaging on or relating to the Goods;

7.3.3. The Purchaser shall keep the Goods in good and substantial repair and condition and keep them insured against all risks for their full price from the date of delivery;

7.3.4. The Purchaser shall notify the Company immediately if it becomes subject to any of the events listed in condition 9.2; and

7.3.5. The Purchaser shall give the Company such information relating to the Goods as the Company may require from time to time.

7.4. Subject to condition 7.5, the Purchaser may resell or use the Goods in the ordinary course of its business (but not otherwise) before the Company receives payment for the Goods. However, if the Purchaser resells the Goods before that time:

7.4.1. it does so as principal and not as the Company's agent; and

7.4.1. title to the Goods shall pass from the Company to the Purchaser immediately before the time at which resale by the Purchaser occurs.

7.5. If before title to the Goods passes to the Purchaser the Purchaser becomes subject to any of the events listed in condition 9.2, then, without limiting any other right or remedy the Company may have:

7.5.1. the Purchaser's right to resell the Goods or use them in the ordinary course of its business ceases immediately; and

7.5.1. the Company may at any time:

7.5.1. a. require the Purchaser to deliver up all Goods in its possession that have not been resold, or irrevocably incorporated into another product; and

7.5.1. a. if the Purchaser fails to do so promptly, enter any premises of the Purchaser or of any third party where the Goods are stored in order to recover them.

7.6. The Company may at any time revoke the power of sale and use contained in condition 7.4 by notice to the Purchaser if the Purchaser is in default for longer than 14 days in the payment of any sum whatsoever due to the Company (whether in respect of the goods or any other goods supplied at any time by it to the purchaser) or if the company has bona fide doubts as to the solvency of the Purchaser.



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8. Damage and Loss in Transit

- 8.1. Claims for damages and shortages must be notified in writing to the carriers and the Company within 3 days of date of delivery.
- 8.2. Non-delivery of the whole consignment must be notified to the Company within 7 days of the date of dispatch as shown on the invoice/advice note.
- 8.3. All shipments made by third party carriers must be inspected on receipt. If Goods appear to have been damaged in transit, the Purchaser must notify the Company within 24 hours of delivery and in writing within 3 days. Any cartons damaged in transit should be mentioned whilst signing for the Goods, as this may affect the warranty claim. The Customer shall contact the Company's customer services to obtain a returns number. The Customer shall return the Goods to the Company in their original packaging including all instructions and accessories quoting the returns number issued.
- 8.4. If the time limits within condition 8.3 are not complied with the Company shall not be responsible for the replacement or credit of these Goods.
- 8.5. The Company will not entertain claims unless the Purchaser complies with the provisions of this condition 8.

9. Cancellation

- 9.1. Any Order placed and accepted by the Company may be cancelled only with the written consent and on such terms as the Company may determine.
- 9.2. Without limiting its other rights or remedies, the Company may terminate a Contract or suspend delivery of any Goods with immediate effect by giving written notice to the Purchaser if:
 - 9.2.1. the Purchaser commits a material breach of any term of the Contract and (if such a breach is remediable) fails to remedy that breach within 30 days of that party being notified in writing to do so;
 - 9.2.2. the Purchaser takes any step or action in connection with its entering administration, provisional liquidation or any composition or arrangement with its creditors (other than in relation to a solvent restructuring), being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of its assets or ceasing to carry on business or, if the step or action is taken in another jurisdiction, in connection with any analogous procedure in the relevant jurisdiction;
 - 9.2.3. the Purchaser suspends, threatens to suspend, ceases or threatens to cease to carry on all or a substantial part of its business; or
 - 9.2.4. the Purchaser's financial position deteriorates to such an extent that in the Company's opinion the Purchaser's capability to adequately fulfil its obligations under the Contract has been placed in jeopardy.
- 9.3. Without limiting its other rights or remedies, the Company may suspend provision of the Goods under the Contract or any other contract between the Purchaser and the Company if the Purchaser becomes subject to any of the events listed in condition 9.2.1 to condition 9.2.4, or the Company reasonably believes that the Purchaser is about to become subject to any of them, or if the Purchaser fails to pay any amount due under this Contract on the due date for payment.
- 9.4. Without limiting its other rights or remedies, the Company may terminate the Contract with immediate effect by giving written notice to the Purchaser if the Purchaser fails to pay any amount due under the Contract on the due date for payment.
- 9.5. On termination of the Contract for any reason the Purchaser shall immediately pay to the Company all of the Company's outstanding unpaid invoices and interest.
- 9.6. Termination of the Contract shall not affect any of the parties' rights and remedies that have accrued as at termination, including the right to claim damages in respect of any breach of this Contract that existed at or before the date of termination.
- 9.7. Any provision of the Contract that expressly or by implication is intended to come into or continue in force on or after termination shall remain in full force and effect.

10. Limitation Of Liability

- 10.1. Nothing in these Conditions shall limit or exclude the Company's liability for:
 - 10.1.1. death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors (as applicable);
 - 10.1.2. fraud or fraudulent misrepresentation;
 - 10.1.3. breach of the terms implied by section 12 of the Sale of Goods Act 1979;
 - 10.1.4. defective products under the Consumer Protection Act 1987; or
 - 10.1.5. any matter in respect of which it would be unlawful for the Company to exclude or restrict liability.
- 10.2. Subject to condition 10.1:
 - 10.1.a. the Company shall under no circumstances whatsoever arising under or in connection with the Contract be liable to the Purchaser, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for:
 - 10.2.1.a. any loss of profit;



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- 10.2.1.a.any indirect or consequential loss;
- 10.2.1.a.fair wear and tear;
- 10.2.1.a.wilful damage by the Purchaser or any third party;
- 10.2.1.a.the failure by the Purchaser or any of its customers to update the software in the Goods on a regular basis and when the Company issues security warnings to do so;
- 10.2.1.a.the failure by the Purchaser to comply with condition 11.1.3;
- 10.2.1.a.any loss claim or damage arising out of or in connection with a cyber-attack hacking event or other malicious act by any person other than the Company;
- 10.2.1.a.the consequences of carelessness or incompetence of those handling or operating the Goods or the operation of the Goods other than under the conditions for which they were designed;
- 10.2.1.a.the consequences of incorrect or incomplete information provided by the Purchaser;
- 10.2.1.a.the consequences of repairs alterations or modifications carried out by the Purchaser or a third party save where expressly approved in writing by the Company;
- 10.2.1.a.the consequences of the Purchaser failing to follow the Company's oral or written instructions as to the storage, commissioning, installation, use and maintenance of the Goods or (if there are none) good trade practice regarding the same;
- 10.2.1.a.the Goods differing from their description as a result of changes made to ensure they comply with applicable statutory or regulatory requirements or best practice.
- 10.1.a.The Company's total liability to the Purchaser for any claim or series of claims in respect of all other losses arising under or in connection with the Contract, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed an amount equal to the price of the Goods in relation to which the claim arose.

11.Warranties

- 11.1.The Company shall pass on to the Purchaser the benefit of the warranty appropriate to the Goods purchased by the Purchaser as notified in writing to the Purchaser, details of which types of warranty are set out in Appendix 1.
- 11.2.All warranties are subject to the Warranty Exclusions set out in Appendix 1 and any additional exclusions particular to the warranty.
- 11.3.The Purchaser acknowledges that software particularly security software is an evolving product that vulnerabilities can be identified from time to time which are fixed by the Manufacturer by way of software update. Therefore, the Purchaser warrants that it shall:
 - i.back up its software and systems on a regular basis;
 - ii.check regularly for available updates from the manufacturer and the Company and ensure that the Goods are updated with the latest version of the software available.

12.Force Majeure

- 12.1.The Company shall be relieved of obligations arising under a Contract wherever occurring and to the extent that the fulfilment of such obligations is prevented, frustrated, impeded or delayed directly or indirectly as a consequence of Force Majeure, which term shall include but not be limited to acts of God, fire, theft, riot, declared or undeclared war, embargo, strikes, reductions in or unavailability of power at manufacturing plant, breakdown of plant, or machinery or shortage or unavailability of raw materials from normal sources or routes of supply, action of any Government council or other duly constituted authority, terrorism, unavailability of internet, cyber attack or denial of service attack and any occurrence beyond the reasonable control of the Company.

13.Assignment

- 13.1.The Company may at any time assign, transfer, mortgage, charge, subcontract or deal in any other manner with all or any of its rights or obligations under a Contract.
- 13.2.The Purchaser may not assign, transfer, mortgage, charge, subcontract, declare a trust over or deal in any other manner with any or all of its rights or obligations under the Contract without the prior written consent of the Company.

14.Entire Agreement

- 14.1.The Contract (incorporating these terms and conditions) constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.
- 14.2.Each party agrees that it shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in the Contract. Each party agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in the Contract, save that



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the Company may rely on statements of requirements required by the Purchaser or on their behalf.

15. Variation

15.1. No variation of a Contract shall be effective unless it is in writing and signed by the parties (or their authorised representatives).

16. Waiver

16.1. A waiver of any right or remedy is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default. A delay or failure to exercise, or the single or partial exercise of, any right or remedy shall not:

16.1.1. waive that or any other right or remedy; nor

16.1.2. prevent or restrict the further exercise of that or any other right or remedy.

17. Severance

17.1. If any provision or part-provision of the Contract is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of the Contract.

18. Notices

18.1. Any notice or other communication given to a party under or in connection with the Contract shall be in writing, addressed to that party at its principal place of business or such other address as that party may have specified to the other party in writing in accordance with this clause, and shall be delivered personally, sent by pre-paid first class post or other next working day delivery service, commercial courier.

18.2. A notice or other communication shall be deemed to have been received: if delivered personally, when left at the address referred to in condition 18.1; if sent by pre-paid first class post or other next working day delivery service, at 9.00am on the Business Day after posting; if delivered by commercial courier, on the date and at the time that the courier's delivery receipt is signed.

18.3. The provisions of this condition 18 shall not apply to the service of any proceedings or other documents in any legal action.

19. Third party rights

19.1. No one other than a party to this Contract and their permitted assignees shall have any right to enforce any of its terms.

20. Governing law and Jurisdiction

20.1. The Contract, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation, shall be governed by and construed in accordance with the law of England and Wales.

20.2. Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this Contract or its subject matter or formation.

Appendix 1 - Warranties

The Standard Warranty only will apply unless the Company notifies the Purchaser in writing that one of the other warranty, guarantees, service or terms set out below apply.

1. Standard Warranty (UK only)

1.1. The standard warranty terms of the Company are that it will, at its option, modify or replace free of charge any goods found by the Company to be defective by reason of bad materials or workmanship for a period of 36 months (exclusions apply) from the original date of invoice or shipment, whichever is the soonest subject to the faulty Goods being returned by the Purchaser carriage paid to the Company's head office.

1.2. The warranty is subject to the Warranty Exclusions as defined in paragraph 1.11 below.

1.3. The aforesaid warranty provisions shall so far as is permitted by law, be in lieu of any other warranty condition, expressed or implied, statutory or otherwise and in no event shall the company be liable for the Purchaser's loss of profits, increased cost of working or any like consequential loss.

1.4. No representation or warranty is given as to the suitability or fitness of the goods for any particular purpose and the purchaser shall satisfy himself in this respect and shall be totally responsible therefore.

1.5. Warranty on repaired units continues from the original purchase date - no additional warranty will apply on repairs or



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replacements.

1.6. Where ever possible the replacement unit will be an identical model to the original. If this isn't possible due to the model being superseded, then the latest equivalent will be provided. We will endeavor to match the exact feature set of the original model purchased, but due to continuing advancement this may not be possible, and is not guaranteed.

1.7. Only one attempt to collect will be carried out by the Company, if the Purchaser fails to have the Goods ready for collection at the agreed time then the return of Goods will be the responsibility of the Purchaser.

1.8. All items returned must be suitably packaged in an outer carton with suitable packaging material to protect the goods; the Company will NOT be responsible for any damage caused by return shipping.

1.9. The Purchaser is responsible for backing up all data stored and the removal of any of the Purchaser's confidential or personal information on any device before returning to the Company for an RMA service. The Company will not be liable for any data loss during the RMA process.

1.10. Please do not return products without an RMA number. Goods received without this will be returned back to the customer and delivery charges may be incurred.

1.11. Warranty periods and exceptions are as follows:-

3 year warranty & 3 year Advance replacement & 30 day money back guarantee

Dahua Cameras, Dahua Recorders, Dahua Thermal cameras, Dahua PTZ, Vigilant Vision Monitors, Dahua Encoders and Decoders, Dahua Switchers, Dahua Audio Pickup, Hard Drives

3 year warranty & 1 year Advance replacement & 30 day money back guarantee

IR lab cameras, IR Lab Recorders, CSP Switchers & Fibre modules, Analogue Products, HDSDI Products, Video Distribution products, COP accessories, IR Lab accessories, Network adaptors

3 year warranty & No Advance replacement & No money back guarantee

All products in the Cop Vertical market catalogue, (exceptions may apply and will be notified with quotation)

2 year warranty & 2 year Advance replacement & 30 day money back guarantee

Dahua Access control, Dahua Door entry

1 year warranty & 1 year Advance replacement & 30 day money back guarantee

Dahua Monitors, Wireless IP extenders, GSM communicators and accessories, Power Supplies, Bentley Modules, Audio Verification, Surge protection, Radio transmission, IR lighting

1 year warranty & No Advance replacement & 30 money back guarantee

Blacksys vehicle cameras & accessories, Sport-tek vehicle cameras, and accessories, Xplore-tek action cameras and accessories, Sprint-tek action cameras and accessories, Action-tek cameras and accessories, Test monitors, Test Meters, External backup devices, Net view network camera and accessories

1 year warranty (void when product used) & NO Advance replacement & No money back guarantee Towers, columns and accessories, Tools, Batteries, Mains plugs, Drill bits, Fixings and fasteners, Trunking, Conduit, Warning signs, Connectors, Cable, Brackets, Cages, Junction boxes, Data protection kits, Special order items not in the cop catalogue.

2. Money Back Guarantee

2.1. The Warranty Exceptions apply as detailed in 1.11.

2.2. Purchaser MUST provide the serial number or invoice number for Goods to be returned under the 30 day money back guarantee.

2.3. All Goods returned under the 30 day money back guarantee must be in an AS NEW condition; this includes but is not limited to no scratches or fitting marks, all product packaging, writing, labels or tape on Goods packaging, complete with instructions, accessories, cables and discs, all undamaged.

2.4. All Goods returned under the 30 day money back guarantee must be suitably packaged in an outer carton with suitable packing material to protect the Goods; the Company will NOT be responsible for any damage caused by return shipping.

2.5. The Company will arrange for Goods to be collected if required, a fixed charge of £5.99 will be applied to collections. (UK only)

2.6. Only one attempt to collect will be carried out by the Company, if the Purchaser fails to have the Goods ready for collection at the agreed time then the return of Goods will be the responsibility of the Purchaser.

2.7. If Goods are not in an AS NEW condition (including without limitation as a result of damage in return transit) then either the return will be rejected or the Purchaser will be advised of the cost to return the Goods to an as new condition. If the charges are not accepted the Goods will be returned to the Purchaser at the Purchaser's cost.

2.8. Returns for all Goods under the 30 day money back guarantee MUST be approved by the Company within 30 calendar days from the date of purchase and returned to the Company within 35 calendar days from purchase after this time has expired they cannot be returned for credit.

2.9. All 30 day money back guarantee returns must have a RMA number, any returns not having an RMA number will be rejected and returned to the Purchaser.

2.10. Any camera with cut cables will be rejected for credit.



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2.11. The following products are excluded from 30 day money back guarantee, Towers & columns, special items ordered not in the Company catalogue.

3. Advance Replacement - this warranty gives the Purchaser a replacement product before the returned faulty Goods are received by the Company.

3.3.1. The Warranty Exceptions apply as detailed in 1.11.

3.2. The Company operates an advance replacement on products from the original purchase date (after October 2016), providing the unit has not been deliberately damaged or misused, subject to the Warranty Exceptions. The warranty covers all faulty material and workmanship.

3.3. The warranty covers all faulty material and workmanship.

3.4. All exchanged Goods will be thoroughly checked upon receipt. Any physical damage beyond what we consider usual wear and tear will result in an invoice being raised for the full value of the replacement item.

3.5. Where ever possible the replacement unit will be an identical model to the original. If this isn't possible due to the model being superseded, then the latest equivalent will be provided. We will endeavor to match the exact feature set of the original model purchased, but due to continuing advancement this may not be possible, and is not guaranteed.

3.6. The replacement product may be a reconditioned or new item depending on the stock availability and the age of the faulty item being returned.

3.7. Warranty on repaired or replaced units continues from the original purchase date-no additional warranty will apply on repairs or replacements.

3.8. An advance replacement unit will ONLY be shipped to the Purchaser once it has been confirmed as a defective unit by a Company support engineer by phone or email and an RMA number has been issued by the Company.

3.9. On receipt of the advance replacement it is the responsibility of the Purchaser to ensure the defective unit is returned to the Company within 10 working days complete with all components and accessories related to the defective unit, the Company may charge for such missing items, power supplies, remotes etc. The Purchaser must contact the Company to arrange the collection.

3.10. The Serial, UK or R number for the defective unit must be provided; warranty does not apply if the number is missing or unrecognizable.

3.11. The Purchaser is responsible for backing up all data stored and the removal of any of the Purchaser's confidential or personal information on any device before returning to the Company for an RMA service. The Company will not be liable for any data loss during the RMA process.

3.12. Advanced Replacement is available only to the original Purchaser. The advance replacement service is available within the mainland UK only.

3.13. Only one attempt to collect will be carried out by the Company, if the Purchaser fails to have the Goods ready for collection at the agreed time then the return of Goods will be the responsibility and at the cost of the Purchaser.

3.14. All Goods returned must be suitably packaged in an outer carton with suitable packaging material to protect the Goods; the Company will NOT be responsible for any damage caused by return shipping.

3.15. The Purchaser must have a credit account with sufficient credit or a valid credit card and provide the details to the Company prior to dispatch of replacement Goods. Money will only be taken if the exchanged Goods are not returned 10 working days after receiving the advance replacement. Once an invoice has been generated the Company is unable to accept the defective unit back and the invoice must be paid within the agreed terms.

4. Warranty Exclusions

4.1. These exclusions apply to all the warranties, guarantees and services set out in this Appendix ("Warranty Exclusions")

4.2. No warranty covers a fault arising as a result of:

4.2.1. Damage due to misuse;

4.2.2. Damage by third party;

4.2.3. Damage in transit back to Company;

4.2.4. Removal or tampering with internal components;

4.2.5. High voltage spikes such as lightning strikes, or low voltage disturbances;

4.2.6. Software function not included in original product;

4.2.7. Product function not included in original product;

4.2.8. Deliberate damage;

4.2.9. Flooding;

4.2.10. Cyber-attack or other malicious act;

4.2.11. Force majeure;

4.2.12. Fair wear and tear;

4.2.13. Carelessness negligence or incompetence of those handling or operating the Goods or the use of the Goods other than under the conditions for which they were designed;



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- 4.2.14.Environment conditions;
- 4.2.15.Incorrect or incomplete information provided by the Purchaser;
- 4.2.16.Repairs alterations or modifications carried out by the Purchaser or a third party;
- 4.2.17.The Purchaser failing to follow the Company's oral or written instructions as to the storage, commissioning, installation, use and maintenance of the Goods or (if there are none) good trade practice regarding the same;
- 4.2.18.Changes made by or on behalf of the Company to ensure the Goods comply with applicable statutory or regulatory requirements or best practice.
- 4.3.The Company reserve the right to refuse an advance replacement or repair of a product if the Customer cannot provide a genuine serial number.
- 4.4.The Company provides a warranty for its products only to the person or entity that originally purchased the unit from the Company.
- 4.5.The Company also reserves the right to reject returned items if no fault can be found and return at the Purchaser's cost.
- 4.6.Warranty on repaired units continues from the original purchase date-no additional warranty will apply on repairs or replacements.
- 4.7. (For more information-see advance replacement terms)

5. Chargeable Repairs - where repairs are not covered by warranty

- 5.1.Warranty on repaired units continues from the original purchase date-no additional warranty will apply on chargeable repairs.
- 5.2.Warranty for Goods applies only to the person or entity that originally purchased the unit from the Company.
- 5.3.The Company will arrange for Goods to be collected if required, a fixed charge of £5.99+vat will be applied to collections.
- 5.4.Only one attempt to collect will be carried out by the Company, if the Purchaser fails to have the Goods ready for collection at the agreed time then the return of Goods will be the responsibility of the Purchaser.
- 5.5.The Purchaser is responsible for backing up all data stored and the removal of any of the Purchaser's confidential or personal information on any device before returning to the Company for an RMA service. The Company will not be liable for any data loss during the RMA process.
- 5.6.All items returned must be suitably packaged in an outer carton with suitable packaging material to protect the goods; COP will NOT be responsible for any damage caused by return shipping.
- 5.7.Once the repair has been completed, the Goods will be made available for the Purchaser to collect or the Company can arrange for them to be delivered for a fixed charge of £5.99+vat.
- 5.8.Please do not return products without an RMA number. Goods received without this will be returned back to the customer and delivery charges may be incurred.