

TECHNICAL ASSISTANCE TERMS AND CONDITIONS

Applelec Sign Components Ltd. (We) provide technical assistance with respect to products sold by us (Goods). You may avail yourself of this free service via the instructions posted on the Technical Resources page of our website at www.applelecsign.co.uk (our site) or by calling ASC Technical on 01274 768346 (the Helpdesk).

You agree that any technical assistance provided to you is subject to the following Terms and Conditions:

1. Any technical assistance information appearing on our site is expressly subject, without limitation, to our Terms of Website Use
2. Hours of operation for Helpdesk technical assistance, excluding Bank Holidays, shall be Monday to Friday, 9:00am to 5:00pm.
3. Helpdesk staff may, at their discretion, limit any call requesting technical assistance to one issue or one question per call.
4. Only products currently sold by Applelec Sign Components Ltd. may form the basis for any Helpdesk technical assistance request.
5. Any and all technical assistance is provided without any guarantees, conditions or warranties. Any liability for and/or risk arising out of the installation, use, performance or maintenance of any Goods remains with you and all warranties, conditions and other terms implied by statute, common law or equity are, to the fullest extent permitted by law, hereby excluded, save that nothing herein shall limit or exclude our liability for death or personal injury resulting from our negligence, or for fraudulent misrepresentation.
6. Should you wish to return any Goods to us because you allege that such Goods are faulty, you must follow our returns procedure by obtaining an RMA number from us and quoting the RMA number on the original packaging, which must be returned to us together with the Goods. We will examine the Goods upon their return and, if we agree that the Goods are faulty, we will issue you with replacement Goods, with or without any additional charges that we may impose for their replacement, in our sole discretion.
7. The English courts will have non-exclusive jurisdiction over any claim arising from, or related to, these Terms and Conditions. These Terms and Conditions are governed by English law.