

Veeder-Root Warranty Terms & Conditions

Gough Transpecs (Transpecs) reflects the warranty conditions of the manufacturer. Unless otherwise stated this warranty policy warrants products sold by the company against defective material and workmanship.

All manufacturers warranty excludes normal wear and tear, damage from misuse, improper installation or maintenance, labour, loss of time or usage, or subsequent damage.

Notwithstanding the above, when any component fails, Transpecs will review the circumstances and give reasonable consideration to the labour cost to replace the failed component(s).

Transpecs shall be the sole and final judge as to the acceptance or otherwise of a warranty claim against any part or component, and also in respect of whether parts will be replaced.

A Warranty Claim Request form must be completed, and returned to Transpecs. A warranty claim number will be issued and will be required in all correspondence regarding the claim.

In all circumstances where warranty is pending, and goods are required, the customer must provide an order number.

Unless otherwise authorised, items required to be returned relating to a warranty claim must be received within 14 days to ensure continuation of the claim.

Parts replaced within the context of warranty shall become the property of Transpecs - disposal or return will be authorised by a Transpecs' representative.

Please contact the product/division manager, or sales engineer for recommended outwork service providers in your region.

Approved claims receive a replacement hubo - no credit will be issued.

Warranty scope subject to change without notice.