Warranty

Subject to the provisions described below, this product is protected for three (3) years from the date of purchase against defects in material and workmanship.

Prior to returning any defective product to myenergi, the end customer must report the faulty product to myenergi by either emailing myenergi at support@myenergi.uk or calling myenergi on +44 (0)333 300 1303. If myenergi agrees that the product should be returned, it will issue a Return Merchandise Authorisation (RMA) number, the RMA must be clearly marked on the packaging of the product to be returned. myenergi may arrange collection at its discretion, otherwise the customer should return the product at their own cost.

Should the product fail to perform as described within the relevant warranted period as set out above, it will be repaired or replaced with the same or functionally equivalent product by myenergi, at its discretion, free of charge provided the end customer: (1) returns the failed product to myenergi with shipping charge prepaid, and (2) provides myenergi with proof of the original date of purchase. Returned or replacement products will be returned to the end customer with shipping charges prepaid.

Replacement products may be refurbished or contain refurbished materials. If myenergi, by its sole determination, is unable to repair or replace the defective product, it will refund the depreciated purchase price of the product.

The warranty does not apply if, in the judgement of myenergi, the product fails due to damage from shipment, handling, storage, incorrect installation, accident, inappropriate use or cleaning of the product, relocation of the product after its first installation, abuse, misuse, or if it has been used or maintained in a manner not conforming to product manual instructions, has been modified in any way, or has had any serial number or other identification markings removed or defaced.

Repair by anyone other than myenergi or an approved agent will void this warranty.

All defective products should be returned to myenergi with shipping charges prepaid, unless myenergi have arranged collection at its own cost.

Nothing in this agreement will affect the end customer's statutory rights or limit or exclude myenergi's liability for (1) death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors (as applicable), (2) fraud or fraudulent misrepresentation; (3) defective products under the Consumer Protection Act 1987;or (4) any matter in respect of which it would be unlawful for myenergi to exclude or restrict liability.

The maximum liability of myenergi under this warranty is limited to the purchase price of the product covered by the warranty.

myenergi only supply products for resale for domestic and private use. myenergi accept no liability for any commercial, business or re-sale purpose by the end customer, and myenergi accept no liability to the end customer for any loss of profit, loss of business, business interruption, or loss of business opportunity.