

## Enable Access Warranty Statement & Returns Procedure

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Enable Access products are designed and manufactured to the highest standards to provide safe, reliable performance. We back this commitment with a comprehensive warranty and a clear returns procedure.

### 1. Warranty Coverage

- **Metro Mobility and Exitmaster product lines: 12-month** warranty from the date of manufacture.
- **All other Enable Access products: 24-month** warranty from the date of manufacture.
- **Extended Warranties:** Some products qualify for an extended warranty of up to 36 months from the expiry date of the standard warranty. Additional Costs may be charged for an extended warranty.

This warranty covers manufacturing defects and faults arising from normal, intended use of the product.

### 2. Conditions of Warranty

The warranty is valid only when:

- Products are used in accordance with Enable Access published instructions and intended purpose
- Products are not permanently fixed outdoors where not designed for that purpose
- No unauthorised modifications, repairs, or alterations have been made
- Batch or serial numbers remain intact and legible

The warranty does **not** cover:

- Normal wear and tear
- Damage caused by misuse, negligence, accident, or failure to follow instructions
- Cosmetic damage that does not affect functionality

Any modification, unauthorised repair, or removal of batch/serial numbers will immediately void the warranty.

### 3. Warranty Returns Procedure

If you believe your product has developed a fault within the warranty period:

#### 1. Contact Customer Service

- Email: [sales@enable-access.com](mailto:sales@enable-access.com)
- Phone: **+44 (0)20 8275 0375**

- Provide proof of purchase, product details (including serial/batch number), and a description of the issue.
- 2. Assessment & Authorisation**
    - Our technical team will assess the reported fault.
    - If a warranty return is approved, you will receive a **Return Authorisation** and guidance on packaging/collection.
  - 3. Return & Inspection**
    - Enable Access will arrange inspection and collection of the product at our cost.
    - The product will be examined by our service team to confirm the fault.
  - 4. Resolution**
    - If the fault is confirmed and covered, Enable Access will **repair, replace, or refund** the product at no charge.
    - If the fault is not covered (e.g. misuse), we will provide a quotation for any repair or replacement if requested.
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**Enable Access stands behind every product we manufacture.** This clear warranty and returns process ensures our customers receive prompt, fair, and professional support while protecting the integrity of our equipment.