



Furlong Sensing Limited General Warranty Terms

Effective Date: 1st December 2024

1. Applicability

These General Warranty Terms shall apply to all products (the "Products") and/or services (the "Services") supplied by Furlong Sensing Limited (hereinafter referred to as the "Seller") to its customers (the "Buyer").

2. Inspection Upon Delivery

Upon delivery of the Products and/or Services, the Buyer shall, using due diligence, examine them both as to quality and quantity. Unless the Buyer notifies the Seller in writing to the contrary within three (3) days from delivery, the Products and/or Services shall be deemed to have been duly received in the agreed quantity and without apparent damage.

3. Warranty Scope

The Seller warrants to the Buyer that the new Products are free from defects in material and workmanship. Further, the Seller warrants to the Buyer that the Services are performed in a professional, workmanlike manner consistent with industry standards (the "Warranty").

4. Warranty Period

The warranty period is twelve (12) months from the date of shipment of the Product or the substantial completion of the Service, or nine (9) months after the installation of the Products, whichever expires first (the "Warranty Period"). The Warranty Period for spare parts, components, and similar equipment sold separately is twelve (12) months from the date of shipment.

5. Replacements and Repairs

The Warranty Period of any replaced or repaired Product or re-performed Service under this Warranty expires at the same time as the Warranty Period of the original Product or Service.

6. Date Determination

Any and all dates with respect to calculating the Warranty Period shall be determined by the Seller in its sole reasonable discretion.

7. Warranty Exclusions

The Warranty does not cover:

- Natural wear and tear or damage resulting therefrom;
- Consumables such as gaskets, fittings, filters, chemicals, and similar items;
- Defects fixable with minimal action, such as changing seals, tightening, and adjusting;
- Damage due to improper storage, installation, maintenance, or operation by the Buyer;
- Damage due to overloading or failure to comply with service and operating instructions;
- Damage caused by accidents;



- Defects arising from instructions stipulated by the Buyer or their authorized representative;
- Circumstances occurring after risk transfer to the Buyer;
- Engineering work unless explicitly included as part of the Product or Service;
- Defects in materials provided by the Buyer or third parties;
- Defects caused by designs or specifications provided by the Buyer or third parties.

8. Use of Non-Approved Parts

The Warranty shall become null and void if parts other than those supplied by the Seller are used in the Product.

9. Non-Defect Claims

If the Buyer submits a notice of a defect and no defect for which the Seller is liable is found, the Buyer shall compensate the Seller for any costs incurred as a result of the notice.

10. Seller's Obligations

The Seller's obligations under this Warranty are limited, at the Seller's option, to:

- Replacement of the defective Product (Ex Works Seller, Incoterms 2020);
- Repair of the defective Product (Ex Works Seller, Incoterms 2020);
- Re-performance of the Service;
- Refund of the defective Product or Service at its original purchase price.

The Seller also reserves the right to attempt resolution via phone or email.

11. Buyer's Responsibilities for Warranty Repairs

In connection with warranty repairs, the Buyer shall:

- Arrange, at their own expense, dismantling, reassembly, transportation, importation, and insurance;
- Bear any costs related to warranty replacement or repairs (such as labor, travel, or similar expenses), as well as local taxes or customs duties.

12. Handling of Defective Products

The Buyer shall retain any defective Product for six (6) months for the Seller's inspection. At the Seller's request, the Buyer shall ship the defective Product to a location designated by the Seller, at the Buyer's cost, unless otherwise agreed. Replaced or refunded Products become the property of the Seller.

13. Limitation of Liability

The Seller's liability under this Warranty excludes all other liabilities to the Buyer, whether contractual, tortious, or otherwise, for defects in the Products or Services or for any resulting loss or damage. All other conditions, warranties, or representations, whether express or implied, including fitness for a particular purpose, performance, or merchantability, are excluded.



14. Warranty Claims

The Seller shall not be liable under this Warranty unless written notice of the claim is provided within fourteen (14) days of the incident causing the damage and no later than the end of the Warranty Period.

The notice must include:

- Seller part number;
- Description of the defect and its anticipated cause;
- Date of failure;
- Project information.

Warranty claims shall be sent to the following address:

Warranty Claims Furlong Sensing Limited
Attn: Warranty Department
Sir Frank Whittle Business Centre,
Great Central Way,
Rugby, CV21 3XH
UK

Email: contact@furlongsensing.com