

**RAPID RACKING LIMITED
EXTENDED GUARANTEE**

IMPORTANT DOCUMENT PLEASE KEEP IN A SAFE PLACE

All goods sold by Rapid Racking Limited (**we, us**) are guaranteed by us for a period of one (1) year from the date of purchase (the **Standard Guarantee**). Please refer to the Standard Guarantee terms in the Rapid Racking Limited Terms and Conditions for full details.

This document sets out the extended guarantee that applies to the goods set out below only (the **Extended Guarantee**). The Extended Guarantee will be effective from the date of purchase of the goods for the following Extended Guarantee Period:

Product	Extended Guarantee Period
Rapid 3 & Shelvesave Budget Shelving	5 year guarantee
Rapid 1 and Rapid 2 Shelving	30 year guarantee

Unless otherwise agreed in writing by us the Extended Guarantee applies to the original registered purchaser of the goods (as identified on the sales invoice or other sales documents for the goods) (**you, the customer**).

Under the Extended Guarantee the goods are guaranteed by Rapid Racking against faulty materials and workmanship under normal use only. The Extended Guarantee covers defects of workmanship and materials that occur to the goods during the applicable Extended Guarantee Period. Rapid Racking's obligations are limited to repair or replacement of the goods and labour costs if Rapid Racking installed the goods. You will be required to pay for labour costs if you arranged to install the goods yourself.

CONDITIONS OF THE EXTENDED GUARANTEE

1. Rapid Racking will, at its option, repair or replace any goods which are found to be defective as a result of faulty materials or workmanship during the Extended Guarantee Period provided that:
 - 1.1. you notify Rapid Racking of the defect within the Extended Guarantee Period;
 - 1.2. following receipt of a potential Extended Guarantee Claim, unless otherwise agreed, you permit us or our authorised representatives onto the site at which the goods are installed to carry out any necessary inspection of the goods and where applicable repair the goods or where a repair is not possible, replace the goods;
 - 1.3. all inspections and/or repairs are carried out by us or our authorised representative;
 - 1.4. it is established to our reasonable satisfaction that the materials used in the manufacture of the goods or workmanship are defective,
 - 1.5. the goods have been used for their intended purpose and in accordance with the user manual, documentation or instructions provided by or available from Rapid Racking and which accompanied the goods on delivery. In the event that a user manual did not accompany the goods on delivery and/or you have lost such user manual you may should obtain and/or replace such user manual from Rapid Racking;
 - 1.6. the goods have not been used for third party hire purposes by you;
 - 1.7. the defect is not due to an accident (whether in transit or otherwise) misuse, neglect, alterations by you, or damaged by natural calamity, fire, flood or abnormal conditions of operation or handling;
 - 1.8. the goods have been kept in a dry environment;
 - 1.9. repairs to the goods have not been effected or attempted other than by Rapid Racking or our

authorised representative; and

- 1.10. the goods have not been damaged by change, modification or use of the goods or its components which in the sole judgement of Rapid Racking affects the performance or purpose for which it was manufactured.
2. The Extended Guarantee does not extend to:
 - 2.1. non-metal parts and components including wooden and chipboard shelving and plastic feet. This list is not exhaustive and Rapid Racking's decision shall be final in determining those parts excluded from the Extended Guarantee;
 - 2.2. defects due to incorrect installation (unless the goods were installed by Rapid Racking or our authorised representative); or
 - 2.3. defects that arise due to normal wear and tear.
3. Any replacement goods will be equivalent to the goods being replaced. If we cannot reasonably arrange a replacement, we may replace your goods with new goods of the same or similar make and specification.
4. All potential Extended Guarantee claims shall first be notified to Rapid Racking by telephoning our customer service team on 01285 68 68 69 or by writing to us at customerservices@rapidracking.com or Unit M3, Kemble Industrial Park, Kemble, Cirencester, Gloucestershire, GL7 6BQ.
5. If Rapid Racking determines in its sole judgement that the defect of any goods was caused by accident, misuse, alteration, neglect, natural calamity or abnormal condition of operation or handling; Rapid Racking will provide a repair estimate and obtain authorisation from you prior to commencing repair and you will be invoiced for repair charges and travel costs.
6. You agree to co-operate with Rapid Racking in order to permit the remedial services to be performed in suitable working conditions during normal working hours.
7. Rapid Racking shall not be liable for any special, indirect, incidental or consequential damages or losses whether arising from breach of the Extended Guarantee or based on contract or tort.
8. If any provision of this Extended Guarantee is held invalid or unenforceable by a court of competent jurisdiction, such holding will not affect the validity or enforceability of any other provision of this Extended Guarantee.
9. This Extended Guarantee is not transferable without the written consent of Rapid Racking.
10. The Extended Guarantee applies to goods bought and installed in the UK.
11. Rapid Racking reserves the right to withdraw the Extended Guarantee and change the terms of this Extended Guarantee at anytime and its decision regarding guarantee claims is final.
12. This Extended Guarantee shall be governed by English Law.

THIS GUARANTEE SHALL NOT AFFECT YOUR LEGAL RIGHTS. IF YOU ARE A CONSUMER AND REQUIRE ANY ADVICE PLEASE VISIT THE CITIZENS ADVICE WEBSITE WWW.ADVICEGUIDE.ORG.UK OR CALL 03454 04 05 06

In the event of a claim or should any queries please contact:

Rapid Racking Limited, Kemble Enterprise Park, Kemble, Gloucestershire, GL7 6BQ.
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