



AJ Access Platforms Ltd

Experts in Powered Access

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Machines Warranty Statement

All new machines are supplied with standard manufacturer's warranty subject to sale conditions. For more information on the specific manufacturer's warranty, please ask a member of AJ Access Platforms Ltd for full details. Wording and Exclusions will be provided upon request.

Used machines sold within mainland UK are supplied with a 30-day AJ Access Platforms Ltd warranty from date of delivery unless otherwise agreed in writing.

Used machines sold outside mainland UK are not supplied with any warranty unless otherwise agreed in writing.

For all warranty claims; in the first instance customers must notify AJ Access Platforms Ltd via phone or email and complete a specific 'Warranty Request Form'. AJ Access will in turn confirm the validation of the machine warranty and issue a claim number to allow the warranty request to be processed. Only when this claim number is issued will any warranty work be undertaken and completed by an approved supplier associated with AJ Access Platforms Ltd.

No charges will be accepted by AJ Access Platforms Ltd for any work undertaken by a customer or third-party prior to gaining authorisation in writing by a member of AJ Access Platforms Ltd. Failure to follow these instructions will result in the claim being rejected.

No charges will be accepted by AJ Access Platforms Ltd for any down time to machines or associated hire costs of replacement machines whilst the machine repair takes place under authorised warranty.

All defective parts must be returned to AJ Access Platforms Ltd within 7 days of authorization/completion, failure to do so may result in the parts being charged to back the customer/end user.

The following items are excluded from the standard 30-day warranty: Batteries, Operator Error/Negligence, Customer Damage or any failure due to wear & tear.

AJ Access Platforms Ltd Contact Information

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