

ON SITE & RIGHT TERMS & CONDITIONS

We are committed to the success of your project. The Guarantee ensures that if we incorrectly identify the materials needed from your project drawings, we will resolve the issue promptly at no additional cost to you.

What We Guarantee:

- We will provide the necessary replacement materials to ensure your safety system is complete.
- There will be no additional charges for the replacement materials or labour required to install them.

Conditions of the Guarantee:

- The Guarantee applies only to materials identified as incorrect based on the project drawings you provide.
- We reserve the right to verify the accuracy of the project drawings before fulfilling the Guarantee.
- The Guarantee applies only to the initial shipment of materials.
- The Guarantee does not cover:
 - Delays caused by factors outside our control, such as weather or acts of God.
 - Errors or omissions in the project drawings that you provide.
 - Materials damaged during installation or due to improper handling.
 - Products not supplied by us.
 - Errors caused by a change in design specifications after the order is placed.
 - Errors due to improper installation.

Claim Process:

- To qualify for the Guarantee, all claims must be made within 7 days of receiving the goods.
- If you believe we have provided incorrect materials, please contact us immediately at **0117 970 2420** or **info@modsafe.co.uk**.
- You will be required to provide the order number (e.g. SO 32169), a copy of the relevant project drawings and any photos of the incorrect materials received.
- We will then investigate your claim and respond promptly.

General Provisions:

- This Guarantee constitutes the entire agreement between you and us regarding the identified materials and supersedes all prior or contemporaneous communications, representations, or agreements.
- This Guarantee is void where prohibited by law.
- We reserve the right to modify the terms of this Guarantee at any time without prior notice.

Contact Us:

- **0117 970 2420**
- **info@modsafe.co.uk**

