



Warranty Claim Form RAN-019

ABOUT YOUR WARRANTY

Your PestClear product is covered against manufacturing defects for 12 months from date of purchase. Your product has no user-servicable parts, and opening the product by removing the screws on the back will invalidate your warranty.

Please keep your sales receipt carefully, because you will need it in the unlikely event that you need to make a warranty claim. If you lose your receipt, you can still make a warranty claim if the adhesive quality control label is on the product. This is a small circular label, which covers one of the screws at the corner of the product. A guide to decoding this label is at the bottom of this form.

Please complete this form and return it to your place of purchase, or you can send it directly to us, at:-

Brighter Image Ltd, Warranty Department, South Shore Road, Rush, Co. Dublin, K56 VY60

NAME _____

ADDRESS _____

PHONE AND / OR EMAIL _____

PRODUCT NAME OR PRODUCT CODE _____

DATE AND PLACE OF PURCHASE _____

BRIEF DESCRIPTION OF FAULT _____

CHECKLIST BEFORE RETURNING PRODUCT

Proof of date and place of purchase	YES / NO
Date of Manufacture	_____ Use the decoding guide below if you don't have receipt
Months since date on sales receipt	_____ Warranty is for 12 months from date of purchase

Please pack the product securely, and remove all accessories (cables, mounting kits, instruction sheets etc) We strongly advise using a service that enables you to get a proof of delivery. We cannot accept responsibility for items that get lost or damaged in transit. Your warranty covers manufacturing faults only, and does NOT cover damage caused by misuse. Return postage is covered for faulty items, but not for items that are returned and found to be in working order. Return postage for products that are not found to be faulty is charged at €30.00 which covers the cost of testing, administration and repacking. This must be paid by Paypal or cheque in advance of return. Unclaimed items will be disposed of in 30 days.

Decoding the QC Label.

The label is on the back of the product, covering one of the small screws at the corners. If the label is missing or punctured (by opening the product) your warranty is invalidated.

The label has the letters A to L in a circle. One of these letters will be marked. These letters correspond to the month of manufacture, so A = January, B = February, right up to L = December.

The year of manufacture is read by looking at the number after the words QC PASS BATCH. The number 7 means the product was made in 2017, 8 means 2018, 9 means 2019, and 0 will mean 2020

Finally there are three numbers in the middle of the label, ① ② ③. One of these numbers may be marked, but this is for internal use at the factory, so it is not important for your warranty claim.