

Your Boatworld/Orca/Xcite manufacturer's warranty terms and conditions

This guarantee is provided by Xcite Sports Ltd, we are the owner of the brands Boatworld, Orca & Xcite.

Our Boatworld inflatable boats and Orca outboards carry a 3-year parts and labour guarantee, other Boatworld, Orca & Xcite products carry a 12 month parts and labour guarantee. If you are unsure of the guarantee on your product please see the product listing on our website or contact us. (These terms and conditions do not affect your statutory rights.)

Your guarantee is only applicable in the United Kingdom or the Republic of Ireland and is subject to provision(s) that your appliance:

- Has been used solely in accordance with the instruction manual.
- Has been properly installed and connected to a suitable electrical supply voltage as stated on the product rating plate or manual.
- Has not been subject to misuse or accident; modified or repaired by anyone other than our own approved service engineers.
- The appliance is located in the UK, Republic of Ireland or the Channel Islands.

Our guarantee also applies to products that are not in normal domestic use (for instance, used for commercial use) so long as they are not subject to abnormal use. We reserve the right to refuse repair, under guarantee, if we decide the usage is abnormal.

Before starting a claim

- 1) Ensure you have the model number and serial number of the goods to hand.
- 2) Ensure your product is has been correctly installed and assembled correctly.
- 3) Check your instruction book to ensure you have followed the manufacturer's instructions, carrying out the simple checks detailed in the operating instructions. This will often pinpoint the likely cause of the problem and will detail how to proceed.
- 4) Have evidence of the date of purchase (sales receipt or delivery note).
- 5) Aware that if the claim is not successful, then the cost of repair, parts and carriage are chargeable.

NOTE: IF YOU HAVE REGISTERED, YOU WILL NOT REQUIRE THIS PROOF OF PURCHASE.

Any defects that occur during normal usage will be repaired, providing the product has been used in accordance with the advice above. We reserve the right to charge a fee during the manufacturer's guarantee period if:

- a) We go to repair your product and there is no manufacturing fault.
- b) There is an installation fault.
- c) The fault is caused by malicious or accidental damage.

What is covered by the manufacturer's guarantee?

The cost of any necessary repairs, carried out by our approved engineers, due to product failure, including carriage, parts and labour.

What is excluded?

Repairs due to breakdown caused by:

- a) Any wilful act or neglect.
- b) Accidental damage caused by foreign objects or substances.
- c) Failure to comply with the manufacturer's operating instructions.
- d) Consumer replaceable items or accessories.
- e) Cosmetic damage (non-functional parts) which does not affect the normal use of the appliance, including damage to paintwork, dents or scratches to the cabinet.
- f) Rust, corrosion, scaling, bacterial deposits or water damage.
- g) Routine maintenance, servicing, cleaning, overhaul, and modification.
- h) Cleaning or unblocking of filters, fuel systems, or drainage systems
- i) Costs arising from any problem with the supply of electricity, gas or water.
- j) Costs arising from floods, lighting, storms, frosts or other bad weather.
- k) Work carried out by a repairer not authorised or approved by us.