

Alogfire Limited – Product Warranty Policy

Purpose and scope

This warranty policy ("Warranty") applies to products sold by Alogfire Limited ("Alogfire,us") to the original purchaser you.

The Warranty covers manufacturing defects and reliability of parts under normal use for a period of 1 year from the date of purchase, subject to the terms and exclusions herein.

Eligibility and registration

To be entitled to the one-year Warranty, the Customer must:

Provide proof of purchase (e.g., receipt, invoice, or order confirmation) showing the seller, date and product details.

Indicate the place of purchase.

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This reduction does not affect any statutory rights you may have under UK law.

We reserve the right to request additional information or documentation to verify eligibility.

What is covered

The Warranty covers defects in materials and workmanship that arise under normal use and service, and which are not caused by external factors after the point of sale.

Covered components include parts that fail under normal operation due to manufacturing defects, subject to the exclusions and limitations set out below.

If a fault is reported and verified, Alogfire will determine the appropriate remedy, which may include repair, replacement, or, at our discretion, a refund.

What is not covered (exclusions)

Misuse, abuse, neglect, improper installation or maintenance, or any alteration or modification not performed or approved by Alogfire.

Damage caused by accidents, natural disasters, fire, flood, or other external causes.

Use of the product outside the specifications or improper storage, handling, or installation.

Non-compliance with the user manual or product guide provided by Alogfire (including instructions for safe operation, installation, and maintenance).

Routine wear and tear, cosmetic damage, or deterioration that does not affect functionality.

Parts and components not originally supplied by Alogfire, or third-party accessories or services.

Failure due to improper electrical supply, or environmental conditions outside the product's specified operating range.

Theft, loss, or unauthorized disposal of the product.

Any liability for damages arising from the use of the product in conjunction with other products or services in ways not approved by Alogfire.

Custom or specialized configurations, unless expressly included in writing by Alogfire.

Return, inspection, and remedy procedure

If you believe your product is defective, you must promptly contact Alogfire's customer support to initiate a warranty claim.

The Customer must return the product to Alogfire (or an approved service centre) for inspection and testing. The product must be returned in its original or equivalent packaging, with all accessories and documentation.

The Customer bears the cost of shipping the product to Alogfire, unless otherwise agreed in writing.

Upon receipt, we will inspect the product to verify the defect and determine whether the issue falls within the scope of the Warranty.

If a defect is confirmed, Alogfire will, at its option:

- Repair the defective item using new or refurbished parts, or

- Replace the defective item with a new or refurbished unit, or

- Provide a refund equivalent to the purchase price paid for the defective item (excluding shipping and handling).

The chosen remedy shall be the Customer's sole and exclusive remedy under this Warranty.

Any replacement item may be of equal or greater value and functionality but may be of a different model or design. The Warranty period for a replacement item will be the remainder of the original one-year period.

Returns, refunds, and extensions

If a product is determined to be non-defective or not covered by the Warranty, the Customer may be responsible for return shipping costs and any diagnostic charges.

We may offer paid repair options or paid replacements if the defect is outside the Warranty scope.

The Warranty is non-transferable and applicable only to the original purchaser as evidenced by the proof of purchase.

Safety and compliance

Nothing in this Warranty is intended to limit or exclude any statutory rights you may have under applicable law. Some jurisdictions do not allow certain exclusions or limitations, so the above may be modified to comply with local law where applicable.

This Warranty does not affect your statutory rights relating to manufacturing defects and implied warranties, to the extent such rights cannot be disclaimed or limited.

Product guide and user responsibilities

The Customer acknowledges that the product guide and user manuals (including installation, operation, and maintenance guidelines) are provided to enable proper use of the product.

It is the Customer's responsibility to read and follow the product guide. Any damage or failure arising from ignoring or deviating from the product guide is not covered by the Warranty.

Place of purchase and proof of purchase

You must provide clear evidence of the place of purchase and date of purchase to establish eligibility for the Warranty.
Incomplete or fraudulent documentation may void the Warranty.

Limitations of liability

Our liability under this Warranty is limited to the remedies described above. We shall not be liable for incidental, special, or consequential damages arising from the use or inability to use the product, except where prohibited by UK law.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply.

Governing law and disputes

This Warranty is governed by and construed in accordance with the UK law of the jurisdiction where the product was purchased, without regard to conflict of UK laws principles.

Any disputes arising under or in connection with this Warranty will be resolved through the appropriate courts in the jurisdiction of purchase, subject to applicable statutory rights.

How to contact us

For warranty claims, questions about coverage, or product registrations, please contact:

Alogfire Limited Customer Support

[Email] info@alogfire.co.uk

[Website] www.alogfire.co.uk