

Guarantee/ Warranty Policy for Rapesco Products

The following conditions, describe the requirements and the extent of our guarantee/ warranty offer. They do not affect your statutory rights, especially the guarantee/ warranty responsibility of the seller caused by the sales agreement with the end user.

Start/ Term of the Guarantee/Warranty

The warranty starts from the date of your purchase and is only valid with proof of purchase (an original receipt).

Content and Extent of the Guarantee/Warranty

Should your Rapesco product become defective due to material or production faults within the warranty period; from the date of purchase, we will replace all defective parts free of charge or at our discretion, replace the item free of charge. In case of a replacement delivery the ownership of the original product will be transferred to Rapesco Office Products Plc. The warranty does not allow for any compensations beyond this against Rapesco Office Products Plc.

Requirements and Usage of the Guarantee/Warranty

Product faults must be reported immediately after detection and within the guarantee/warranty period to the original place of purchase.

Limitation of the Guarantee/ Warranty

The warranty is not valid in case of:

- a) Defects caused by improper use as well as inappropriate conditions or noncompliance of the product *eg. not using genuine Rapesco staples or use of a wrong kind of staples for staplers or the punching of eg. metal, clips/ hard objects etc. with the perforators and also not frequently replacing accessories eg. replacement cutters on the high capacity punches. Using a capacity that is beyond the capability of the product specification.*
- b) External influences e.g. transportation damages, which are not covered by us
- c) Carrying out unauthorised changes, additions or repairs to a Rapesco product
- d) Lack of care and cleaning of the product to keep it in good working order.
- e) Abnormal environmental conditions

This warranty excludes:

- a) Accessories and consumable parts such as but not limited to:
Punching cutters and replacement punching boards, staples, cutting knife blades, Supaclip refill clips
- b) The mechanics on our document management range including but not limited to:
Clasps, press-studs, elastic or push-lock closure devices or the ring mechanisms on our ring binders, internal pockets on display books/expanding files.
- c) Wear and tear damage that naturally and inevitably occurs as a result of normal use or aging.

Guarantee/ Warranty Periods for Products of Rapesco Office Products Plc

25 Years

This warranty period is valid for all our high-end/ notable stapling products.

15 Years

This warranty period is valid for all our core stapling and punching products.

5 Years

This warranty period is valid for all hand tackers, cash boxes, rotary pencil sharpeners, regular PP filing items (Zippi and Manilla sku's excluded) and our prevalent stapling and punching products.

3 Years

This warranty period is valid for all tape dispensers, scissors, electric pencil sharpeners, staple removers, stapling pliers and our contract stapling and punching products.

2 Years

This warranty period is valid for all ECO and Germ-Savvy PP filing items, electric staplers and fastening products (eg. Supaclip Dispensers).