



## 18 MONTH PARTS WARRANTY TERMS & CONDITIONS

### 18 MONTH PARTS WARRANTY APPLYS

#### **Q: "What does the 18 MONTH parts warranty cover?"**

A: All parts only. Handheld Remote control is not in with this parts warranty and not covered by warranty.

Provided your Skylark electric attic stairs was not damaged through recklessness (i.e. exceeding the max weight etc.) There will be no charge for parts, (except for handheld remote control) there will be a call out charge for the call out if you cannot change the parts yourself.

Parts will be shipped to you, shipping costs will be charged to you and instructions on how to change or fix the part will be supplied, if you fail to be able to change the part yourself then you can request for one of our engineers to come to your location and fix for you, but callout fee will apply. (Callout service applies to Ireland, UK & Germany only, otherwise video instructions will be emailed)

### **Warranty Terms & Conditions**

## **Skylark Electric Attic Stairs warranty terms, conditions and definitions.**

#### ***18 MONTH parts only warranty***

Our 18 MONTH parts only warranty is given as standard only with all Skylark fully electric folding attic stairs which we supply.

Handheld Skylark remote control is not part of the parts warranty.

Your warranty certificate must be shown as proof of date purchased to fulfil the parts warranty.

Cost of parts is fully covered, cost of labour or shipping is not fully covered

Fair usage applies.

Excessive use may void the warranty.

Damage caused by neglect or misuse may void the warranty.

Call out and labour charges will apply.

Incorrect installation of the attic stairs may void the warranty.

If you have any further questions, please contact [support@skylarkstairs.com](mailto:support@skylarkstairs.com)

## **OTHER TERMS & CONDITIONS**

Parts still included in 18 MONTH warranty but service call out will apply of £150 sterling or €150 Euro, paid directly to technician on day of callout.

If the fault is the customers doing E.G. (Power switched off at mains or lead to Skylark unit unplugged so no mains power getting to unit) and customer has called us to send engineer out to fix a service fee will have to be paid to technician on the day.

If there is no mains power to your Skylark unit and you have purchased a backup battery that will start working and Skylark will still function normally, but when battery is running low there will be a faint beeping warning sound that you will hear to alert you that the battery power is running low and mains power should be reinstated immediately. If the battery then runs out of power, then the Skylark unit will not be able to operate and a technician will have to call out to fix at the cost of £150/€150 fee.

If the technician has been called out to fix your Skylark and the fault is not the customers own doing then fee will be waived.

Customer must understand that if your Skylark electric attic stairs stop working and cannot be fixed over the phone by us, and a technician has to travel to your house to fix the issue and the fault is your doing not a Skylark electrical fault then there will be fee charged.