



Marshall & McCourt

Plumbing | Heating | Renewable Energy

Customer Warranty for Installation Services

The Warranty sets out the terms upon which Marshall and McCourt Plumbing & Heating Contractors Ltd. offers warranty cover for the Products supplied by it to its Customers, and for the installation services provided by Marshall and McCourt Plumbing & Heating Contractors Ltd. Registered Installers. Terms defined in Marshall and McCourt Plumbing & Heating Contractors Ltd.'s Terms and Conditions bear the same meaning when used in this warranty. Your attention is drawn to Marshall and McCourt Plumbing & Heating Contractors Ltd.'s Terms and Conditions, which includes provisions relevant to the warranty set out below.

1. Installation services

- 1.1. Marshall and McCourt Plumbing & Heating Contractors Ltd. warrants to you that the Installation Services will be performed by the appropriately qualified and trained Marshall and McCourt Plumbing & Heating Contractors Ltd. Registered Installers using reasonable care and skill, to such high standard of quality as it is reasonable for you to expect.
- 1.2. The Warranty Period for the Installation Services shall be two years from completion of the Installation Services

2. Remedial Action

- 2.1. If you make a valid claim about our service in accordance with Marshall and McCourt Plumbing & Heating Contractors Ltd.'s Terms and Conditions, Marshall and McCourt Plumbing & Heating Contractors Ltd. may arrange for the relevant Products to be reinstalled by any of Marshall and McCourt Plumbing & Heating Contractors Ltd.'s Registered or approved Installers or refund to the Customer the charge for the relevant part of the Installation Service (or a proportionate part of such charge).

3. Exceptions

- 3.1. This Warranty will only apply:
 - 3.1.1. If the Product has been installed by a Marshall and McCourt Plumbing & Heating Contractors Ltd. Registered Installer and has been properly used and maintained throughout the Warranty Period.

T: 01642 913200 E: enquiries@marshallandmccourt.co.uk W: www.marshallandmccourt.co.uk
13 Marston Court, Marston Road, Portrack Lane, Stockton-on-Tees TS18 2PN. Company number 06696717 VAT number 973460794





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3.1.2. If you have informed Marshall and McCourt Plumbing & Heating Contractors Ltd. of the alleged defect within the Warranty Period and within a reasonable period of discovery.

4. General conditions

- 4.1. You will promptly provide all information and support including access to site and services) reasonably necessary to enable Marshall and McCourt Plumbing & Heating Contractors Ltd. to evaluate any alleged defect and to perform its obligations under this Warranty.
- 4.2. You agree that all premises, plant, power, fuel support services and other inputs that you provide for the installation and use of the Products are reasonable, are fit for purpose and will be properly used and provided.

5. Expertise

- 5.1. Any dispute as to whether a defect is covered by this warranty can be handled by the Renewable Energy Consumer Code's Dispute Resolution Process as detailed in section 9.1 of the Renewable Energy Consumer Code.

6. Third Party Rights

- 6.1. When Marshall and McCourt Plumbing & Heating Contractors Ltd. 's has installed a system in a property that is sold within the Warranty Period the warranty will pass to the new legal owner of the property. It may not be transferred to or exercised by any third party.

7. Law

- 7.1. This warranty is governed by English law and the English courts or by the law and the courts governing where your property is if this is outside England or Wales.

8. Manufacturer's Product Warranty

- 8.1. Most Products supplied by Marshall and McCourt Plumbing & Heating Contractors Ltd. come with the benefit of a manufacturer's product guarantee. Where a claim in respect of any of the Products is notified to Marshall and McCourt Plumbing & Heating Contractors Ltd. by you in accordance with the Marshall and McCourt Plumbing & Heating Contractors Ltd.'s Terms and Conditions, Marshall and McCourt Plumbing & Heating Contractors Ltd. will liaise with the manufacturer and use all reasonable endeavours to secure a replacement of the Product or the part in question) or a refund of the price of the Product (or a proportionate part of the



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price). This warranty does not replace or limit your legal rights to bring a claim to Marshall and McCourt Plumbing & Heating Contractors Ltd. as the retailer of the goods supplied.

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