

Ring Carnation Ltd. Warranty Terms and Conditions

Effective Date: 23 July 2024



1. Warranty Coverage

1.1 Ring Carnation Ltd. (hereinafter "Ring Carnation") warrants to the 'Purchaser' (OEM or Distributor) that the proprietary products sold by Ring Carnation to the 'Purchaser' will be free from defects in material and workmanship under normal use and service for a period of three (3) years from the date of first retail sale.

1.2 Third-party products that are not Ring Carnation proprietary products sold as part of a wider electrical management and control solution are subject to the warranty terms imposed by the third-party OEM's.

1.3 This warranty extends only to the original purchaser and is not transferable unless the product was factory installed onto the vehicle and is then transferable with the vehicle to the 'Original User'. The warranty is not transferrable if the vehicle is sold by the 'Original User' to another third party.

1.2. Extended warranties are available for an additional fee and will be clearly stated on the purchase receipt or invoice. The duration of the extended warranty will be either 60 or 72 months and are subject to the same warranty conditions.

2. Conditions for Warranty Claim

To qualify for this warranty, the Purchaser must comply with the following conditions:

2.1. Ring Carnation must be notified in writing regarding any part deemed by the Purchaser to be defective, and the part must comply with the terms and conditions of this warranty.

2.2. The Purchaser must request a "Return Material Authorization" (RMA) number from Ring Carnation Customer Service to identify and track the part subject to this warranty policy. Ring Carnation Customer Service will provide the 'Purchaser' or 'Original User' with a returns number (R0XXXXX) for internal tracking of the return. At Ring Carnation's sole discretion, the defective part may be replaced without being returned to Ring Carnation.

2.3. Products returned to Ring Carnation under this warranty must be clearly marked with the Ring Carnation issued RMA number, Purchaser's warranty claim number, Purchaser's work order number, or other such markings to identify the returned product.

2.4. The transportation costs for returning the part to Ring Carnation must be prepaid by the Purchaser unless Ring Carnation has expressly waived this requirement. Ring Carnation will provide the Purchaser with their product disposition decision no later than thirty (30) days from receipt of the part.

3. Determination of Fault and Remedy

3.1. Ring Carnation, at its sole discretion, shall have the exclusive right to determine whether a defective part will be repaired or replaced. This Limited Warranty covers only products purchased from an authorized dealer, retailer, or seller and does not cover used, refurbished, or salvaged products. The Purchaser's exclusive remedy under this warranty shall be the repair or replacement of any defective part. At the customer's request, and at Ring Carnation's discretion, a credit for the value of the product will be issued to the customer if the product is found to be faulty due to manufacturing defects.

Ring Carnation shall have no obligation to honour this warranty if:

3.2. The part is damaged in transit, subject to abuse, mishandling, has signs of water ingress, or has exceeded the warranty period of three (3) years, or extended warranty period agreed from the date of first retail sale.

3.3. The part shows no faults when tested by Ring Carnation. In such cases, the part will be returned to the Purchaser without replacement or credit, and no freight credit will be issued.

4. Warranty Exclusions

This warranty is in lieu of any, and all other warranties expressed or implied, including, without limitation, warranties of merchantability or fitness for a particular purpose.

5. Transportation Costs

Once Ring Carnation determines that the returned parts are subject to this warranty, Ring Carnation will decide whether to repair or replace the part. The repaired or replaced part will be returned to the Purchaser using standard FedEx Ground Shipment or other alternative freight forwarders as the Company decides to use from time to time. The cost incurred by the Purchaser to return the part to Ring Carnation will be reimbursed using the same ground shipment rates in effect at the time the Purchaser shipped the part to Ring Carnation.

6. Contact Information

For any questions regarding this warranty or to initiate a warranty claim, please contact:

Ring Carnation Ltd.
Gelderd Road,
Leeds,
LS12 6NA
01132 137 445
Carnationsales@ringautomotive.com

By purchasing and using Ring Carnation's products, you agree to these warranty terms and conditions.

Return Material Authorisation (RMA) Form

CA-FORMS-RMA-001



Date: _____

Customer Information

Full name:		Company name:	
Company address:			
Phone number:		E-mail address:	

Product information

Part Number:		Date parts sold:	
Part Description:			
Invoice #:		Invoice date:	
Quantity affected:		Date fault found:	

Fault description:

Fault reported/ Reason for return:	
Any other information relating to the fault occurrence:	

Action required: Credit Replacement Repair

Carnation – Internal use only:

RMA #:		Date received:	
Date part received:		Date of decision:	
DECISION			
Credit	Replace	Repair	No Fault
			Void Warranty

Closed date: _____ Closed by: _____ Signature: _____