

FOCALPOINT



3 YEAR GUARANTEE TERMS AND CONDITIONS

Please be advised that the 3 year Guarantee only covers products purchased on or after 1st February 2009.

For all gas fires purchased, the 3 year guarantee commences from the date of purchase, provided that the following 3 terms and conditions are adhered to.

1. For any claim to be made within the 3 years from date of purchase you will be required to provide and supply us with your proof of purchase.
2. Your gas fire must have been commissioned by a CORGI qualified engineer, evidence of which you must provide together with the CORGI registration number.
3. Your appliance must have been serviced annually by a CORGI qualified gas engineer, evidence of which must be provided, such as the receipt.

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Please note, that consumable items such as any ceramics including; Coals, Pebbles, the Matrix, front strips, side cheeks, rear panels and tapered rear panels are not covered by the 3 year guarantee.

For all Electric fires purchased, the 3 year guarantee commences from the date of purchase, providing that you can supply the proof of purchase. This does not cover consumable items such as pebbles, coals or light bulbs.

If you do wish to make a claim under our 3 years guarantee and all the terms and conditions for your product have been met then please submit the following details by e-mail, fax or post.

Details required; Name, Address including post code and contact telephone number,
Receipt of purchase or Bank / Credit card statement,
Original installers CORGI installers number
Annual service receipt for each year after 12 months.

For **E-MAIL** submissions, please scan in your documentation and send it to 3g@focalpointfires.co.uk

Alternately, please **FAX** your documentation to 01202 499326 for the attention of the 3G service department.

And finally by **POST**, please send your documentation to;

Focal Point Fires plc,
3G Service Department,
Avon Trading Park,
Reid Street,
Christchurch,
Dorset.
BH23 2BT



Focal Point Fires plc Avon Trading Park Christchurch Dorset BH23 2BT (UK)
Voice: (44) 0 1202 499 330 Fax: (44) 0 1202 499 326 E: sales@focalpointfires.co.uk
Web site: www.focalpoint.co.uk

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