UK Beauty Machines
Tattoo & Hair Removal Lasers

www.ukbeautymachines.co.uk
Tel: 07562 053547

Service address
54 Farrar Lane
Leeds, LS16 7AF

Warranty Terms and Conditions

Standard warranty	12 months from delivery unless a different period is confirmed in writing.
Diode handpiece	Up to 90 million recorded shots or warranty expiry, whichever occurs first.
IPL handpiece/lamp	Up to 60,000 recorded shots or warranty expiry, whichever occurs first.
Service basis	Return-to-base only. Onsite callouts are not provided.

1. Business customers

These terms apply exclusively to equipment purchased for business or professional use. They do not apply to consumer purchases.

2. Warranty period

Unless otherwise stated in writing on the quotation, invoice or order confirmation, new equipment is supplied with a 12-month return-to-base warranty beginning on the date of delivery. Any different warranty period must be confirmed by UK Beauty Machines in writing.

3. What the warranty covers

UK Beauty Machines warrants that the equipment will be free from material defects in components and workmanship during the applicable warranty period, subject to these terms.

For an accepted warranty claim, UK Beauty Machines may, at its reasonable discretion, repair the defective equipment or component; replace the defective component; supply replacement equipment of an equivalent specification; or provide an appropriate refund or credit where repair or replacement is not reasonably possible.

4. Handpiece shot guarantees

The diode laser handpiece is guaranteed for up to 90 million recorded shots. The IPL handpiece or lamp is guaranteed for up to 60,000 recorded shots.

Each guarantee expires when either the applicable shot limit or the equipment's written warranty expiry date is reached, whichever happens first. The machine's internal shot counter, service records and diagnostic information may be used to verify usage.

A replacement handpiece or component does not begin a new warranty period. It remains covered only for the unexpired portion of the original warranty unless otherwise agreed in writing.

5. Return-to-base service

This is a return-to-base warranty. Onsite callouts are not included or provided because specialist diagnostic equipment and controlled workshop conditions are required to diagnose and repair the machines properly.

Equipment must be returned to UK Beauty Machines, 54 Farrar Lane, Leeds, LS16 7AF. Customers must contact UK Beauty Machines and receive return instructions before attending the address or sending equipment.

6. Carriage

UK Beauty Machines will arrange or provide reasonable standard carriage for equipment returned under a potential warranty claim. If inspection confirms that the fault is covered, UK Beauty Machines will cover the reasonable standard carriage costs.

If the fault results from accidental damage, misuse, inadequate maintenance or another excluded cause, or if no fault is found, the customer may be responsible for collection, return carriage, inspection, parts and repair costs. Applicable charges will be communicated before a chargeable repair is undertaken.

The customer must retain and use suitable protective packaging. UK Beauty Machines is not responsible for transit damage caused by inadequate or unsuitable packaging arranged by the customer.

7. Exclusions

The warranty does not cover:

- Accidental, impact, liquid or cosmetic damage;
- Misuse, neglect, incorrect treatment settings or operation contrary to the manual or training;
- Use by an untrained operator;
- Failure to follow cleaning, cooling-water, filter, ventilation, maintenance or servicing requirements;
- Contaminated or unsuitable cooling water, blocked filters, overheating or freezing;
- Unsuitable electrical supplies, voltage fluctuations or power surges;
- Unauthorised modifications, dismantling or repairs;
- Damage caused by moving, transporting or incorrectly installing the equipment;
- Normal wear, consumables and routinely replaceable service items;
- Faults caused by unapproved accessories or products;
- Continued operation after a fault or warning becomes apparent; or
- Loss or corruption of treatment records, settings or other stored information.

8. Reporting a fault

The customer must notify UK Beauty Machines promptly after discovering a suspected fault and stop using the equipment where continued operation could be unsafe or cause further damage.

The customer may be required to provide the invoice or order number, model and serial number, photographs or videos, error codes, shot-counter readings, maintenance records and details of the circumstances in which the fault occurred.

UK Beauty Machines may conduct reasonable remote troubleshooting before arranging a return. Remote troubleshooting is not an onsite callout and does not replace workshop diagnosis.

9. Inspection and diagnosis

All warranty claims are subject to inspection and diagnosis by UK Beauty Machines or its authorised repairer. If no defect is found or the problem is excluded from warranty cover, UK Beauty Machines may issue a quotation for inspection, carriage, parts and repair work. No chargeable repair will be carried out without the customer's approval.

10. Repairs and replacement parts

UK Beauty Machines may use new or professionally refurbished components of an equivalent standard where appropriate. Repair or replacement does not restart or extend the original warranty period. Repaired or replacement equipment remains covered for the balance of the original applicable warranty unless otherwise agreed in writing.

11. Maintenance and servicing

The customer is responsible for following the operating manual, maintenance schedule, water-changing requirements and servicing recommendations. Annual or periodic servicing is not included unless expressly stated in writing. Failure to perform required maintenance may invalidate a claim where that failure caused or contributed to the fault.

12. Repair times, loan equipment and business interruption

UK Beauty Machines will use reasonable efforts to diagnose and repair accepted warranty faults. Repair times depend on diagnosis, component availability and the nature of the fault. Unless expressly agreed in writing, the warranty does not include a replacement or loan machine.

Subject to applicable law, UK Beauty Machines is not responsible for lost appointments, lost revenue, loss of profit, business interruption, loss of anticipated savings or other indirect or consequential losses caused by equipment being unavailable.

Nothing in these terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.

13. Transfer of warranty

The warranty applies to the original business purchaser and is not transferable following resale or transfer of the equipment unless UK Beauty Machines agrees otherwise in writing.

14. Governing law

These terms and any dispute arising from them are governed by the laws of England and Wales. The courts of England and Wales will have jurisdiction, subject to any mandatory legal requirements that apply.

15. Statutory rights

This written warranty is additional to any rights that cannot lawfully be excluded or restricted. Any exclusion or limitation in these terms applies only to the extent permitted by law.

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All training must be provided by ourselves, and not a 3rd parties, and must be completed within 30 days from delivery.