

Warranty Policy for Retail Partners

Applies to: All official reseller partners of G.Westerleigh (Stafford Ltd.)

1. Warranty Coverage

We provide a **1-year limited warranty** from the original purchase date for all eligible products sold by Stafford Ltd.

This warranty covers:

- Manufacturing defects
- Functional issues not caused by misuse or external damage
- Material or quality faults under normal usage conditions

The warranty applies only to products purchased **directly from Stafford Ltd.** and sold through **authorized retail channels.**

2. Warranty Does Not Cover

The warranty **does not apply** in the following cases:

- Damage due to improper use, accident, or negligence
 - Normal wear and tear (e.g. sole abrasion, fading)
 - Damage due to chemical exposure, heat, or moisture
 - Modifications or repairs not carried out by us or an authorized party
 - Products purchased more than **12 months prior to the complaint**
-

3. Product Inspection Upon Delivery

We kindly ask all partners to **inspect products upon receipt.**

If there is any visible damage or issue, it must be reported to us **within 7 days** of delivery, so that we can investigate and resolve it promptly.

Failure to report damage or discrepancies within this timeframe may result in the claim being rejected.

4. Claims Procedure

To file a warranty claim, the reseller must:

1. Notify us **in writing** within **14 days** of identifying the defect.
2. Provide the following:

- Clear photo(s) of the product showing the defect
- Description of the issue
- Proof of purchase (invoice or order reference)
- End customer's purchase date (if applicable)

Claims must be sent to: info@gwesterleigh.com

5. Resolution Options

If the claim is approved, we offer the following options:

- **Repair** (if possible), if not, then:
- **Replacement** of the defective product (subject to availability)
- **Credit note** (equal to the wholesale price of the product)
- In some cases, **partial compensation** if the issue does not affect usability

Shipping costs for returning defective products are covered by the reseller, unless otherwise agreed.

6. Time Limitation

Warranty claims will only be considered for products sold **within 12 months** prior to the complaint. Claims outside this period will not be accepted.

7. Important Notes

- Please inform us about any issue **as soon as possible**, so we can respond in a timely and effective manner.
 - **Replacement or compensation for the end user** may only be provided at their own risk if this occurs before our company has assessed the complaint.
 - We reserve the right to inspect and assess returned items before final resolution.
-

If you have any questions or need assistance, please contact:

info@gwesterleigh.com

Stafford Ltd.

Orgona utca 1.

Szentendre, 2000

HUNGARY

www.gwesterleigh.com