

Limited Warranty Policy

AUGSCAPE AUTOMOTIVE LIMITED

Revision Date: 13 November 2022

Car Key Network (CKN) is a Vehicle Security Operator (VSO) committed to providing an honest and reliable service. A transparent approach to business provides customers with a complete understanding of our services and ethics, conveyed through excellent working practices.

We have the belief that customer experience is the driving force of good business. It is with this principle in mind that our working processes have been developed to allow customers of all sizes to experience a reliable and repeatable service.

We aim where possible to exceed minimum regulatory requirements with a view to improving the overall baseline within the automotive sector. This includes the development of systems and implementation of processes where regulation does not currently exist.

As a supplier / reseller of parts to the automotive trade, we appreciate that in many cases that CKN is not the original manufacturer of these parts and therefore cannot control the quality of each individual component or part produced. This means we rely heavily on the quality control activities of the original manufacturer to ensure that parts supplied are free of damage or defect.

We recognise that in a small number of cases the parts we supply may have been manufactured incorrectly or, with defects or, have sustained damage during our procurement activities or, distribution activities or, during the performance of our works.

This policy has been produced by CKN to provide structure to the way we provide warranty to parts supplied and ensure that all customers have access to a fair and reasonable resolution if parts supplied are faulty or not fit for purpose.

Signed.



*Kane Robinson, Operations Director
Augscape Automotive Limited (Car Key Network)*



Definitions:

For the purposes of ensuring clarity throughout this document, the following definitions are assigned.

“Limited Warranty” means:

The warranty process and terms detailed below.

“Approved Supplier/s” means:

A vehicle manufacturer or their approved retailers (franchisees).

“CKN / Our / We” means:

Augscape Automotive Limited T/A Car Key Network. Registered Office: Hedley Court, Boothferry Road, Goole, East Yorkshire, United Kingdom, DN14 6AA. Company Number: 09786940.

“Part/s” means:

Any physical component or digital component of an automobile acquired or handled by Car Key Network for the purposes of carrying out vehicle repairs or maintenance.

“Repair/s” means:

Any vehicle security related works performed by CKN.

“Safe Working Environment” means:

A secure, well lit, non-roadside location with access to an internet connection above 10mbps and adequate welfare facilities.

Policy Overview:

CKN shall, or shall procure, the guarantee of Parts supplied for a period of one (1) year in line with the Limited Warranty.

Limited Warranty:

We offer a Limited Warranty that Parts supplied will be free from defects in workmanship and materials under normal use for a period of one (1) year from the date the Parts were purchased. During this period, the Part will be at the sole discretion of CKN either refunded or, reconditioned or, replaced by CKN without charge for either Parts or labour. Additionally, CKN will be responsible for the related transport and/or shipping costs of the Parts. This Limited Warranty is not transferable. Please note that your rights under applicable law governing the sale of consumer goods remain unaffected by the warranty given in this clause.

This Limited Warranty does not cover damage caused by normal wear and tear or as a result of the Part being opened or handled by someone not authorised by CKN, and does not cover damage caused by: misuse, moisture, liquids, proximity or exposure to heat and accident, abuse, non-compliance with the instructions supplied with the Part, neglect or misapplication. The Limited Warranty also does not cover physical damage to the surface of the Part.

In order to make a claim under the Limited Warranty, you must notify CKN about the defect and explain the defect to CKN by contacting CKN within the one (1) year warranty period in order to obtain an authorisation number for the return of your Part. The Part must be returned to CKN as soon as possible following your notification of the defect, along with an explanation of the defect and the authorization number provided to you by CKN, to the address mentioned on the postage label you receive when you have obtained an authorisation number for the return of your order. You must comply with any other return procedures stipulated by CKN, if any.

Where a Repair is required pursuant to the resupply and fitment of replacement Parts, the Customer will ensure the vehicle/s to be worked upon are made available for fitment by an engineer within a Safe Working Environment.

CKN does not provide any commercial or other warranties in respect of the Parts in addition to the Limited Warranty stated in its Terms and Conditions. This Limited Warranty is the only express warranty made to you and is provided in place of any other express warranties or similar obligations (if any) created by any advertising, documentation, packaging, or other communications.