

TERMS OF MACHINERY SALE & ENGINEERING ADVICE / ATTENTION.

MAGNUM MATERIALS WARRANTY OFFER

Magnum Material's standard customer service covers machines under a 'back to base' warranty for the first 12 months. This means that "You the Customer" are responsible for sending the item back to us for an engineer's attention. The product should be returned in original packaging and should be tracked and insured. We ask that the buyer send it back to us for repair / replacement. The customer is expected to pay for postage back to us, and we will cover the costs for the repair / replacement and the carriage fee of the return of the repaired item. Magnum Material's may choose to visit your premises to assist with any within warranty breakdowns at our discretion and response time may vary.

After the initial 12 months warranty period on a new machine has expired, all required parts will be chargeable. Any non-consumable parts required during the first 12 months of purchase will be covered by the manufacturer's warranty.

All 'Standard Afinia Parts' are listed and available on request. This price list will be referred to during the diagnosis stage where our engineer may identify any required parts and/or presented to the customer during an onsite visit to indicate further associated costs.

In the event that a customer requires engineer advice or attendance on site the customer is agreeing to all terms within this document and understands this agreement does not cover:

- Replacing parts which normally require replacing during the life of the product (eg. Ink cartridges, etc.)
- Routine maintenance, cleaning and replacing consumables as described in the product's user manual.
- Calibration of other products not purchased through Magnum Material's which may be connected to or used with the product or with the replacement product.

JETCARE CONTRACTS

We offer all our customers the option of taking out service and maintenance contracts to ensure the maximum life expectancy from their machine(s) and have an individual price list for none contract holders.

Below we will cover the terms associated when utilising our engineer's expertise for machine repair, servicing or technical advice.

Jetcare is not a policy of insurance. Nor is it a warranty, guarantee or other promise that your product will not fail or that it meets any particular quality standard.

If your item is faulty, please start by checking our Product Support pages or contacting the office who can arrange telephone support/visit from engineer to resolve your issue.

The Jetcare contract becomes active and Magnum Material's will become obliged to provide services to you only when the contract is returned to Magnum signed and dated and a copy is received back to the customer with our signature. We also require the first instalment of money(s) is received where applicable. Before returning the contract signed and/or making first payment and accepting Magnum Material's offer to provide services you should read these Terms and Conditions so that you are clear about the services to be provided, the scope of Magnum Material's liabilities to you, and your responsibilities.

Jetcare contracts are valid for 12 months and will renew automatically unless cancelled by the customer. In the event of a cancellation, we will require 30 days' notice prior to next monthly/annual instalment.

It is the customer's responsibility to alert Magnum of any machine failures in good time and request any services or additional training sessions. In the event that the full entitled allowance has not been utilised in the 12-month

Registered in England and Wales No. 1691508

Registered Office:- Magnum Materials Ltd, 3rd Floor, The Lexicon, Mount Street, Manchester M2 5NT

Managing Director: S P Botterman Directors : P L T Botterman and S M Botterman MBE

period of your contract you will still be charged in full, with your account auto-renewing with no refunds or credit applied to your account. In the event that the customer has used all available breakdowns / services on their contract they will be billed as per our out of contract terms.

FAULTY MACHINERY -

On report of machine failure a Magnum Materials engineer will diagnose the issue and offer telephone/email support to resolve remotely where possible.

Magnum Materials will advise customers on whether they require a breakdown call out and advise the next available dates within applicable response time; as well as identifying any required stocked/non-stocked parts for repair. Customers are to provide PO to confirm available date provided and reference any 'out of contract' fees where applicable as well as any parts required as advised by engineer. PO will also authorise any additional parts required and replaced on site as approved by customer at time of visit.

RESPONSE TIME

JETCARE CUSTOMER	OUT OF CONTRACT CUSTOMER
WITHIN 2-3 DAYS	WITHIN 3-10 DAYS

SERVICING AND ADDITIONAL TRAINING SESSIONS –

Magnum Materials to advise the next available dates within applicable response time from date following request for visit. Customers not within a Jetcare contract are to provide PO to confirm available date provided for service and any applicable fees. Both contracted and non-contracted customers must provide a PO to confirm available date for additional training session. PO will also authorise any additional parts required and replaced on site as approved by customer at time of visit.

RESPONSE TIME

JETCARE CUSTOMER	OUT OF CONTRACT CUSTOMER
WITHIN 3 WEEKS	WITHIN NEXT ENGINEER ROTATION

Requests for services/additional training sessions will be considered as confirmation the machine has no 'business-critical' machine failures. If our engineer identifies that a service/training session cannot go ahead due to a 'business-critical' machine fault, the customer will be notified and must confirm they authorise the visit to go ahead as a 'Faulty Machine repair' with any relevant fees applicable including call out charge where necessary. Service / Additional training session may be rescheduled dependant on time available on the day, applying to the same response time the visit was initially booked within.

If the customer refuses to continue as a 'Faulty Machine repair' they will be charged in full for mileage, travel time and engineer time associated with the visit as per our 'Out Of Contract – Engineer Terms'.

NONE MAGNUM MATERIALS PURCHASED MACHINERY -

Our 'Out of Contract' terms will apply to customers requiring our engineers technical advice/attention however Magnum Materials reserves the right to refuse service on the machinery if the customer does not provide machine history details beforehand such as Serial Number, printed length to date and where the machine was purchased from.

In all cases a PO must be received prior to engineer arrival to authorise work to be completed and a proforma payment may be required, this is at Magnum Materials discretion and will be indicated to you at time of sales order being raised.

MACHINERY CONTRACTS -

During the first 12 months of machine warranty Magnum Materials will be happy to offer our customers the option to take out 'Jetcare' contracts to cover the service and maintenance of their machinery. In special cases Magnum Materials may need to undertake a machine free of charge evaluation ahead of contract being offered.

All machinery that is out of warranty or has not been purchased from Magnum Material's must undertake a machinery evaluation ahead of Jetcare contract being offered, this will be billable as per our 'Out of Contract – Engineer Terms'.

Generally, machinery evaluations will be booked within the engineers next rotation in the customers area. Evaluations booked outside of engineer rotations may incur mileage and travel time fees.

Customers have 3 months from date of evaluation to take out a contract after this an additional evaluation of machinery is required.

ADDITIONAL PARTS / LABOUR -

In the event that additional parts are required that are not stocked by Magnum Materials lead-times may be increased in order for Magnum Materials to acquire stock.

In the event that Magnum Materials engineer does not have stock of all required parts to hand as per the 'Standard Afinia Parts' sheet during scheduled visit, additional parts may be despatched to the customers premises at earliest possible date. If the engineer deems that the part(s) must be installed by a professional an additional visit will be schedule FOC at earliest possible date.

In the event that no authorisation is made by the customer for additional parts to be fitted whilst engineer is on site and an additional visit is required for installation of such parts the customer will be charged for engineer travel time, mileage, and time on site for the subsequent visit, regardless of the status of contract.

Additional visit to be scheduled within the same time period the initial visit was organised within from date of PO received to authorise the parts and cover the additional costs.

OUTSOURCED LABOUR -

In the unlikely event that the machine failure is beyond our engineer's specialities and we require the machine to be forwarded to the supplier the following process will be followed:

JETCARE CUSTOMER

Customer to approve of return to supplier. Magnum Materials to arrange collection and cover cost of return. No other fees applied.

OUT OF CONTRACT CUSTOMER

Customer to provide PO authorising all applicable labour costs, required parts and return fee. Customer must arrange their own delivery to supplier as per Magnum Material's advice.

Customer accepts that when a machine has been forwarded to the supplier the lead times and costs associated are not within Magnum Material's control, and Magnum act only as a middleman to liaise with supplier on behalf of customer where necessary.

GENERAL TERMS –

Magnum Materials reserves the right to refuse any request if it is deemed inappropriate, offensive, or harmful to our business reputation and convictions by the management, employees or other affiliates of Magnum Materials.

Magnum Materials will not accept any liability for customers inability to produce particular artwork from any machinery that has been discussed and advised against before point of purchase/proceeding.

LIMITS TO THE SERVICE -

The product must be within mainland UK or the Republic of Ireland, islands having a direct road connection to them or the Isle of Wight.

Repair will not be provided if, in Magnum Material's view, the failure or problem has occurred because of:

- Wear and tear
- Modification to the product, unauthorised or inexperienced repair, unauthorised or inexperienced attempted repair
- Misuse, including any use outside the product's specification, excessive or inappropriate use, or use in an adverse or abnormal environment

CUSTOMERS RESPONSIBILITIES –

If the service offered includes working on the Product while it is connected to any computing system, data storage or other equipment you must ensure, before you permit any work to begin, that you have backed up any records, information, files, operating or application software, data, or anything else on that system or equipment that could be affected if a fault occurs go wrong (together "Data"). Magnum Materials only undertakes work as part of the Services on this basis. This action by you is required to ensure that, if anything is deleted from or corrupted within your system or equipment as a direct or indirect result of Magnum Material's providing the Services, you (and/or the owners and users of the system or equipment) have the copies you need to replace them.

LIABILITY THAT MAGNUM MATERIALS ACCEPTS -

If the product or any other item owned by you is damaged as a direct result of Magnum Materials providing the service in a negligent way, Magnum Materials accepts liability for the damage caused to those items. If the product itself is damaged as a direct result of Magnum Materials providing the service in a negligent way, Magnum Materials will repair or replace the product; if other property is damaged as a direct result Magnum Materials will pay up to a maximum of £100. The amount will be applied to your account with Magnum as a credit. Magnum Materials requires proof of purchase for any products damaged and the amount payable in the event of damage / item(s) being wholly destroyed will be decided at Magnum Materials discretion.

LIABILITY THAT MAGNUM MATERIALS DOES NOT ACCEPT -

All goods are dispatched suitably packaged for transit purposes only. If goods arrive damaged, they must be signed for as such and contact made to our customer services within 24hours. We do not take responsibility for goods that have been damaged after delivery as a result of poor handling or storage. We will not be liable for any loss, mis-delivery, non-delivery or delayed delivery of or damage to a consignment. Magnum Materials is unable to accept any liability for consequential loss.

Disclaimer: Response time relates to Magnum Materials working week Monday – Friday, applying from date following diagnosis of fault/receipt of PO. Though we will always endeavour to improve on our provisional dates they are not firm guarantees and Magnum Materials does not accept any liability for any costs or expenses you might incur, or losses you might suffer if these target times are not met. All lead times apply to UK Mainland only and are to be considered estimates and not guaranteed. 'Standard Afinia Parts' prices are subject to change without prior notice. E&OE

Registered in England and Wales No. 1691508

Registered Office:- Magnum Materials Ltd, 3rd Floor, The Lexicon, Mount Street, Manchester M2 5NT

Managing Director: S P Botterman Directors : P L T Botterman and S M Botterman MBE