

MANUFACTURER WARRANTY PROCEDURES				
Dead On Arrival (DOA): Products which are damaged or appear faulty within 3days				
*If products found not faulty, credit will not be issued				
See Info worksheet for contact details				
Brand	Products	Warranty	DOA End User Action	End User Action
3M www.solutions.3m.co.uk	Projectors	5 year parts and labour - unless fault(s) are due to misuse or wilful damage. Excludes Lamp and glass parts	Call 01234 229409 with full details of fault. If unable to rectify, return to Aston & James for credit (with proof of purchase).	Call 01234 229409 to arrange repair.
5 STAR	Compatible Printer Cartridges	2 year replacement	Call Aston & James to arrange repair/replacement.	Call Aston & James to arrange repair/replacement.
ACCO	Nobo Conference Centre	2 year repair.	Call 0845 6586600 to arrange repair.	Call 0845 6586600 to arrange repair.
ACCO www.acco.co.uk	Nobo Electronic Boards	2 year repair.	Call 0845 6586600 to arrange repair.	Call 0845 6586600 to arrange repair.
ACCO	Nobo Projector	2 year repair.	Call 0845 6586600 to arrange repair.	Call 0845 6586600 to arrange repair.
ACCO	NOBO Quantum Projectors	5 year repair - 1 year on-site, 2-5years return to base ecludes lamps & glass parts	Call 0845 6586600 to arrange repair.	Call 0845 6586600 to arrange repair.
ACCO	Nobolite Sign	2 year repair.	Call 0845 6586600 to arrange repair.	Call 0845 6586600 to arrange repair.
ACCO	Rexel Binding Machines	2 year repair.	Return to Aston & James for replacement (with proof of purchase).	Call 0845 6586600 to arrange repair.
ACCO	Rexel Laminators all models	2 year repair/replacement	Return to Aston & James for replacement (with proof of purchase).	Call 0845 6586600 to arrange repair.
ACCO	Rexel Shredders	2 year repair with 5 years on cutting heads.	Call 0845 6586600 to arrange repair.	Call 0845 6586600 to arrange repair.
ADDIS www.addis.co.uk	Nucleus Trolley	1 year repair.	Return to Aston & James for credit (with proof of purchase).	Call 0800 7312488 to arrange repair.
ADROIT	Desking and Storage - Discontinued 2005	10 year	NA	Return to Aston & James for credit (with proof of purchase). Exact product replacement no longer possible as this range is no longer produced.
ADROIT	Desking and Storage	5 year	Return to Aston & James for replacement (with proof of purchase).	Customer to inform Aston & James of fault, Aston & James to organise replacement part to be delivered to Customer within 48hrs - or some lines return and replace. Check the individual vendor details of who supplied the product
ADROIT	Seating - All ranges - Launched 2007	5 year replacement against manufacturer faults.	Return to Aston & James for replacement (with proof of purchase).	Customer to inform Aston & James of fault, Aston & James to organise replacement part to be delivered to Customer within 48hrs - or some lines return and replace. Check the individual vendor details of who supplied the product
AKURA www.akura.uk.com	TV's	1 year commercial warranty	Return to Aston & James for credit (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase).
AMCOR www.amcorgroup.com	Air Conditioning Units	1 year collect and repair	Call 020 8560 4141 to arrange repair.	Call 020 8560 4141 to arrange repair.
ARMOR	Compatible Printer Cartridges	2 year replacement	Call Aston & James to arrange repair/replacement.	Call Aston & James to arrange repair/replacement.
AVERY	Label Printer	1 year	Call Avery 08705 522357 to arrange repair	Call Avery 08705 522357 to arrange repair
AVERY www.avery.co.uk	Trimmers and Guillotines	3 year replacement.	Return to Aston & James for credit (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase). For free of charge spare parts call 0800 374036.
BASILDON BOND www.basildonbond.com	Software		Call 01223 822763 for technical help.	Call 01223 822763 for technical help.

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BEKO www.beko.co.uk	Fridges	1 year on-site.	Call 0870 241 0638 to arrange repair. Proof of purchase is required.	Call 0870 241 0638 to arrange repair. Proof of purchase is required.
BELKIN www. Belkin.com	All products except UPS's	Lifetime guarantee.	Call Belkin 08456 077787 to arrange repair.	Call Belkin 08456 077787 to arrange repair.
BELKIN	UPS's	2 year repair.	Call Belkin 08456 077787 to arrange repair.	Call Belkin 08456 077787 to arrange repair.
BELKIN				For presales enquiries contact 01933 352000
BLACK & DECKER www.blackanddecker.co.uk	All tools	2 year repair.	Call BMJ Power Ltd to arrange repair (0870 2407219)	Call BMJ Power Ltd to arrange repair (0870 2407219)
BRAVILOR www.bravilor.com	Coffee Machine	12 Month Warranty	Call 08713 849927 to arrange repair.	Call 08713 849927 to arrange repair.
BROTHER www.brother.co.uk	Consumables	1 year on-site.	Call 0870 830 4000. If deemed faulty Brother will replace directly.	Call 0870 830 4000. If deemed faulty Brother will replace directly.
BROTHER	Fax, Printers	1 year on-site.	Call 0870 830 4000 to arrange repair, if unable to repair Brother will issue a call reference number (CRN) if fault is within 14 days. Return to Aston & James for credit (with proof of purchase) quoting CRN.	Call 0870 830 4000 to arrange repair.
BROTHER	P-Touch Electronic Labelling Machines, Typewriters	1 year repair.	Call 0870 830 4020 to arrange repair, if unable to repair Brother will issue a call reference number (CRN) if fault is within 14 days. Return to Aston & James for credit (with proof of purchase) quoting CRN.	Call 0870 830 4020 to arrange repair.
BT www.bt.com	Fax Machines	1 year exchange.	Free courier exchange - call 0845 0520052 to arrange exchange. New machine supplied in first 28 days. Reconditioned machine thereafter.	Free courier exchange - call 0845 0520052 to arrange exchange. New machine supplied in first 28 days. Reconditioned machine thereafter.
CANON www.canon.co.uk	Calculators	1 year repair.	Return to Aston & James for credit (with proof of purchase).	End user to return to CRC (Tasktron) Ltd, Contact Unit 3, Winton Lea, Monument Way West, Woking, Surrey GU21 5EW. Tel. 01483 776060.
CANON	Digital Cameras & Accessories, Scanners, Inkjet Printers, Fax Machines (B820,B840,JX200,JX500 only)LBP3000	1 year repair	DOA within 14 days. Call 00800 22666 767 (Universal International Freephone Number), quoting serial number, to resolve over the phone, if unable to rectify return to Aston & James for credit (with proof of purchase). Products found not faulty will not be credited. Missing parts will be sent out FOC, call Robert Scott company on 01869 331741.	Call 00800 22666 767 (Universal International Freephone Number) quoting serial number, to resolve over the phone, or for Canon to repair or replace as appropriate. Missing parts will be sent out FOC, call Robert Scott company on 01869 331741.
CANON	Personal Copiers, Fax (Not B820,B840,JX200,JX500), Multifunctional Machines)LBP5000,LBP5100,LBP3360,	1 year on-site.	DOA within 14 days. Call 00800 22666 767 (Universal International Freephone Number), quoting serial number, to resolve over the phone, if unable to rectify return to Aston & James for credit (with proof of purchase). Products found not faulty will not be credited. Missing parts will be sent out FOC, call Robert Scott company on 01869 331741.	Call 00800 22666 767 (Universal International Freephone Number) quoting serial number, to resolve over the phone, or for Canon to repair or replace as appropriate. Missing parts will be sent out FOC, call Robert Scott company on 01869 331741.
Canon Cons UK/ Europe	All Ink Cartridges/Toners/Fax Carts/Drums/Toners	1 year replacement	Return to RDC with proof of purchase if within one year of purchase	Return to RDC with proof of purchase if within one year of purchase

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CASIO www.casio.co.uk	Cash Registers	1 year on-site.	Call 01920 468991 as problem may be resolved over the phone. If unable to rectify, product can be returned providing it can be returned with all packaging and in a resalable condition.	Call 01920 468991 to arrange repair. Guarantee card must be completed and returned to EGS.
CASIO	Cash Registers	1 year on-site.	For Aston & James customers in Northern Ireland Casio models are still covered by a one year warranty but in the event of machine failure the customer is to contact Terry Macauley in hardware support with proof of purchase - Advanced Cash Registers, ACR House, 61 Alexandra Park Ave. Belfast BT15 3ES 02890 755744	For Aston & James customers in Northern Ireland Casio models are still covered by a one year warranty but in the event of machine failure the customer is to contact Hardware Support with proof of purchase - Advanced Cash Registers, ACR House, 61 Alexandra Park Ave. Belfast BT15 3ES. Tel 02890 755744
CELLO www.celloelectronics.com	TV	1 Year	Contact Contrast Direct 08708 030367 with serial no and model no and they will arrange replacement	Contact Contrast Direct 08708 030367 with serial no and model no and they will arrange replacement
Cibox Moinitors	Monitors		Call Cibox on 0871 8553176 to arrange replacement	Call Cibox on 0871 8553176 to arrange replacement or repair.
CITIZEN www.citizen-europe.com	Calculators	2 year repair.	Return to Aston & James for credit (with proof of purchase).	Call 01483 776060 to arrange repair.
CROSS AT www.cross.com	Pens except refills	Lifetime Guarantee.	Return to Aston & James for credit (with proof of purchase).	Call 01582 422793 to arrange repair, send to: AT Cross UK Limited, Service Dept, Concorde House, Concorde Street, Luton, LU2 0JD with full details of fault including name and address.
DAHLE www.dahle.com	Guillotines: Heavy-duty & Office	2 year repair or replacement.	Return to Aston & James for credit (with proof of purchase).	Call 01903 726961 to arrange repair if not repairable Sterling will replace the product
DAHLE	Trimmers: Heavy-duty & Office	2 year repair or replacement.	Return to Aston & James for credit (with proof of purchase).	Call 01903 726961 to arrange repair if not repairable Sterling will replace the product
DAUPHIN PLC	Seating	5 year repair	NA	NA
Dymo www.global.dymo.com	Labelling Machines	2 year repair.	Return to Aston & James for credit (with proof of purchase).	Call 0207 3415529 repair.
DYSON COMMERCIAL	DC04 Constant Max Vacuum Cleaner	1 year commercial guarantee.	Call 08705 275104 to arrange repair.	Call 08705 275104 to arrange repair.
DYSON COMMERCIAL	Vacuum Cleaners	2 year domestic guarantee.	Call 08705 275104 to arrange repair.	Call 08705 275104 to arrange repair.
EASE-E-LOAD www.ease-e-load.co.uk	Warehouse Trolleys	1 year repair	Call 0121 356 2224/2228 to arrange repair.	Call 0121 356 2224/2228 to arrange repair.
ECLIPSE	Shelving	1 year replacement	Return to Aston & James for replacement (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase).
ELYSIUM	Desking ans Storage	5 year replacement against manufacturer faults.	Return to Aston & James for replacement (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase).
ENERGIZER	BATTERY CHARGERS	1 YEAR	Return to Aston & James for Credit (with Proof of purchase)	
EPSON www.epson.co.uk	Printers	1 year repair.	Call 0870 163 7766 or 08702 416900 to arrange repair. Please advise this to the Customer. Depending on model the enduser may be visited direct by Epson or may have to take the machine to a authorised repair company.	Call 0870 163 7766 to arrange repair. Please advise this to the Customer. Depending on model the enduser may be visited direct by Epson or may have to take the machine to a authorised repair company.
FELLOWES www.fellowes.com	Comb Binder (PB2300)	2 year replacement.	Return to Aston & James for credit (with proof of purchase).	Call 01302 836836 to arrange repair.

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FELLOWES	Comb Binder (PB2500)	1 year replacement.	Return to Aston & James for credit (with proof of purchase).	Call 01302 836836 to arrange repair.
FELLOWES	Office Shredders	7 years on cutters; 2 year on entire machine.	Return to Aston & James for credit (with proof of purchase).	Call 01302 836836 to arrange repair.
Freerose/POLYCOM	Telephones	1 year refurbished replacement (does not cover damage/misuse).	Call first as fault can be fixed over the phone 01753 723020. If product is confirmed as DOA (28 days) then return to Aston & James for a refurbished replacement direct from the Supplier (with proof of purchase).	Call first as fault can be fixed over the phone 01753 723020. If product is confirmed as faulty then return to Aston & James for a refurbished replacement direct from the Supplier (with proof of purchase). Provide Aston & James with consumer's name & address.
GBC www.gbc.com	Binding & Laminating	2 year repair/replacement	Return to Aston & James for replacement (with proof of purchase).	Call 0845 6586600 to arrange repair.
GBC	Ultima 65 25" Roll Laminator	2 year repair/replacement	Return to Aston & James for replacement (with proof of purchase).	Call 0845 6586600 to arrange repair.
GNR Monitors	Monitors	1 year warranty	Contact PGE Aftercare on 0871 2313043	Contact PGE Aftercare on 0871 2313043
GUARDIAN FIRE www.guardianfire.com	Fire Equipment (other than extinguishers)	1 year warranty	Return to Aston & James for credit (with proof of purchase)	Call 01603 787679 to arrange repair. If DOA return to Aston & James for Replacement (with proof of purchase and full details of damage)
GUARDIAN FIRE	Fire Extinguishers	5 Year Warranty	Return to Aston & James for credit (with proof of purchase)	Call 01603 787679 to arrange repair. If DOA return to Aston & James for Replacement (with proof of purchase and full details of damage)
HELIX www.helix.co.uk	Instant CCTV Camera	1 year warranty	Contact Helix to arrange repair/replacement on 01384 424441	Contact Helix to arrange repair/replacement on 01384 424441
HEWLETT PACKARD (HP) www.hp.com	Calculators	2 Year Parts & Labour	Call Minerva on 01543 417143 for a returns authorisation number within 7 days of purchase. This is for DOA claims only and thus only covers newly delivered products.	All end users should now call 0207 458 0161 or email hpcalclient@de.twenty4help.com if they have any technical problems or wish to make a claim under warranty
HEWLETT PACKARD (HP)	Printers & Scanners	1 year unit exchange/repair (unless 3 year on-site warranty has been purchased)	Call 0870 0104320 with details of fault. If unable to rectify return to Aston & James for credit (with proof of purchase and Hewlett Packard call log number). 30 Days DOA limit.	Call 0870 0104320 to arrange repair.
HSM	Shredders	2 years repair on entire machine, 10 years on cutting heads.	Call 0845 6120040 helpdesk to determine if product is DOA. HSM Service will arrange repair/replacement.	Call 0845 6120040 helpdesk as problem maybe resolved over the phone or to arrange repair. Proof of purchase required.
Ibico	Binding & Laminating	2 year repair/replacement	Return to Aston & James for replacement (with proof of purchase).	Call 0845 6586600 to arrange repair.
Imation www.imation.co.uk	All		Return to Aston & James for credit (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase).
INFLUX	Seating	2 year replacement against manufacturer faults.	Return to Aston & James for replacement (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase).
INFLUX	Desking	5 year replacement against manufacturer faults.	Return to Aston & James for replacement (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase).
INFLUX FRESCO	Seating	5 year replacement against manufacturer faults.	Return to Aston & James for replacement (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase).

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INTIMUS www.intimus.com	Shredders, Letter Openers, Paper Folders (inc Premier & Rapidfold)	1 year repair (5 years on straight shredder cutting heads, 3 years on cross cut shredder cutting heads).	Call first as sometimes an easy adjustment can be made to get it to work once unpacked. If product is confirmed as DOA then return to Aston & James for Return to Aston & James for credit (with proof of purchase)..	Call 01293 441900 to arrange repair.
IOMEGA	Disks	1 year replacement.	Call 0031 53 484 9255 to arrange replacement.	Call 0031 53 484 9255 to arrange replacement.
IOMEGA	Drives	1 year replacement.	Call 0031 53 484 9255 to arrange replacement.	Call 0031 53 484 9255 to arrange replacement.
John Dickinsons	All Products	1 year replacement	Return to Aston & James for replacement (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase).
JVC	Stereo	1 year commercial warranty	Return to Aston & James for credit (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase).
KENCO	Kenco Singles Machine	1 year parts & labour	Call 0870 6006556 to arrange repair	Call 0870 6006556 to arrange repair
KONICA MINOLTA www.konicaminolta.co.uk	Consumables	30 Days/500 page prints which ever is first.	Call 0845 0854000 to arrange replacement (with proof of purchase, fault, serial no., total page count, page life of product).	Call 0845 0854000 to arrange replacement (with proof of purchase, fault, serial no., total page count, page life of product).
KYOCERA www.kyocera.co.uk	Printers		Call 0845 4560456 to arrange repair.	Call 0845 4560456 to arrange repair.
Labtec www.labtec.com	Keyboard & Mouse	1 year replacement.	Return to Aston & James for credit (with proof of purchase), and Labtec caller ID number.	Call 020 30248161 For Technical Help
LEITZ	Cold Seal Laminatotr CS9 & CS9e	2 year repair	Return to Aston & James for credit (with proof of purchase).	Call CRC for all warranty & repair issues 01483 776060 (with proof of purchase).
Leitz	Heavy Duty Stapler	10 year replace/repair	Call 01483 776060 to arrange repair.	Call 01483 776060 to arrange repair.
Lexmark www.lexmark.co.uk	Consumables	1 year replacment	Return to Aston & James for replacement (with proof of purchase). Product found not faulty will not be credited.	Return to Aston & James for replacement (with proof of purchase). Product found not faulty will not be credited.
LOGITECH	All products	3-5 year replacement.	Return to Aston & James for credit (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase).
MAUL	Solar Postal Scale 20Kg	3 year repair.	Call 01202 897071 to arrange repair.	Call 01202 897071 to arrange repair.
MICROSOFT www.microsoft.com	Mice & Keyboards	3-5 year replacement.	Return to Aston & James for credit (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase).
MICROSOFT	Software	1 year replacement.	Call 08705 010100 for technical help.	Call 08705 010100 for technical help.
Minolta QMS	Consumables	30 Days/500 page prints which ever is first.	Call 0845 0854000 to arrange replacement (with proof of purchase, fault, serial no., total page count, page life of product).	Call 0845 0854000 to arrange replacement (with proof of purchase, fault, serial no., total page count, page life of product).
Motorola/Airsys www.motorola.com	Two-way Radio's	1 year repair	Return to Aston & James for repair (with proof of purchase within 1 month).	Return to Aston & James for repair (with proof of purchase).
NESCAFE	Nescafe Allora Machines	1 year repair.	Call 0800 0151668 to arrange repair.	Call 0800 0151668 to arrange repair.
NESCAFE	Nescafe Go & Lioness Machines	1 year repair.	Call 0800 745845 to arrange repair.	Call 0800 745845 to arrange repair.
NORTON	Software	1 year replacement.	Call 0207 6165813 for technical help.	Call 0207 6165813 for technical help.
NUMATIC	Vacuum Cleaners	2 year repair.	Return to Aston & James for credit (with proof of purchase).	Call 01460 68480 to arrange repair.
NUMATIC	Cleaning Trolleys	6 months repair.	Return to Aston & James for credit (with proof of purchase).	Call 01460 269382 or 269231 to arrange repair/exchange (proof of purchase required)
OKI www.oki.co.uk	Consumables		Call 01753 819800 to arrange replacement. (Northern Ireland & Republic of Ireland to call (00353) (0)14014049570	Call 01753 819800 to arrange replacement. (Northern Ireland & Republic of Ireland to call 00353 01 4014049570).

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OLIVETTI	Fax Machines	1 year exchange.	Call first as sometimes an easy adjustment can be made to get it to work once unpacked. If product is confirmed as DOA then return to Aston & James for Return to Aston & James for credit (with proof of purchase)..	Call 0870 752 1223 to arrange exchange.
OLIVETTI	Time clocks	1 year exchange.	Call first as sometimes an easy adjustment can be made to get it to work once unpacked. If product is confirmed as DOA then return to Aston & James for Return to Aston & James for credit (with proof of purchase)..	Call 0870 752 1223 to arrange exchange.
OLYMPUS www.olympus.co.uk	Cameras & Accessories	2 year repair	Return to Aston & James for credit (with proof of purchase).	Return to Aston & James for credit (with proof of purchase).
OLYMPUS	Dictation Equipment	2 year repair	Return to Aston & James for credit (with proof of purchase).	Return to Aston & James for credit (with proof of purchase).
OXFORD	Digital Pen	1 year replacement	Call 01993 706900 to arrange replacement	Call 01993 706900 to arrange replacement
PALM	Electronic Organisers	1 year repair.	Return for replacement.	Call 0207 867 0108 to arrange repair.
PHILIPS	Consumables	1 year repair.	Return to Aston & James for credit (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase).
PHILIPS	Dictation & Transcription	2 year repair or replacement on all machines and accessories and lifetime guarantee on mini cassettes.	Customer to call Philips on 01206 755903 who will establish if there is a fault or end user not operating correctly. If the product is determined as DOA (28 Days after purchase) Customer to return to Aston & James for credit with proof of purchase. Digital Voice Tracer Support Line Tel No: 0871 075 0155	Call Philips on 01892 668401 to arrange repair. Digital Voice Tracer Support Line Tel No: 0871 075 0155
PHILIPS	Fax machines	1 year exchange.	Call first as fault can be fixed over the phone 0871 0750711. If product is confirmed as DOA then return to Aston & James for Return to Aston & James for credit (with proof of purchase)..	Call 0871 0750711 to arrange repair.
PHILIPS	TV, Video Presenters	2 year exchange (provided that warranty card is registered).	Return to Aston & James for credit (with proof of purchase).	Call 01908 504500 (quoting serial number) to arrange temporary replacement.
PHOENIX SAFES www.phoenixsafe.co.uk	Safes	1 year replacement.	Call first as fault can be fixed over the phone 0151 9446414. If product is confirmed as DOA then return to Aston & James for credit (with proof of purchase).	Call first as fault can be fixed over the phone 0151 9446414. If product is confirmed as DOA then return to Aston & James for Return to Aston & James for credit (with proof of purchase)..
PLANTRONICS www.plantronics.com	Headsets, Amplifiers & Telephones	2 year refurbished replacement (does not cover damage/misuse).	Return to Aston & James for credit (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase). Call for product information 0800 410014.
POLAROID	Cameras	1 year replacement (does not cover damage/misuse).	Return to Aston & James for credit (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase). Helpline 0845 6060657
POLYCOM/Freerose	Telephones	1 year refurbished replacement (does not cover damage/misuse).	Call first as fault can be fixed over the phone 01753 723020. If product is confirmed as DOA (28 days) then return to Aston & James for a refurbished replacement direct from the Supplier (with proof of purchase).	Call first as fault can be fixed over the phone 01753 723020. If product is confirmed as faulty then return to Aston & James for a refurbished replacement direct from the Supplier (with proof of purchase). Provide Aston & James with consumer's name & address.

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PREMIER	Letter Openers, Paper Folders	1 year repair.	Call first as sometimes an easy adjustment can be made to get it to work once unpacked. If product is confirmed as DOA then return to Aston & James for Return to Aston & James for credit (with proof of purchase)..	Call 01293 441900 to arrange repair.
QMS	Consumables	30 Days/500 page prints which ever is first.	Call 0845 085 4000 to arrange replacement (with proof of purchase, fault, serial no., total page count, page life of product).	Call 0845 085 4000 to arrange replacement (with proof of purchase, fault, serial no., total page count, page life of product).
RAPESCO	Electronic Copyboards	1 year on-site.	Return to Aston & James for credit (with proof of purchase).	Call 01732 464800 to arrange repair.
RAPESCO	Electronic Staplers & Tackers	1 year repair.	Return to Aston & James for credit (with proof of purchase).	Call 01732 464800 to arrange repair.
RAPESCO	Heavy Duty Punches / Staplers	10 year repair (excludes hollow cutters, dies, cutting discs and boards).	Return to Aston & James for credit (with proof of purchase).	Call 01732 464800 to arrange repair.
RAPESCO	Projectors	3 years repair (excludes lamps).	Return to Aston & James for credit (with proof of purchase).	Call 01732 464800 to arrange repair.
RAPID	Electric Staplers & Tackers	2 years (excludes misuse or use of incorrect staples)	Repaired/replaced at Rapid's discretion. Send, with proof of purchase to AWG Services, 29 Heverwood Rd, West Kingsdown, Kent TN15 6HN. Contact Anton Gardner on Tel/Fax: 01474 852430. £20 charge for products found not faulty.	Repaired/replaced at Rapid's discretion. Send, with proof of purchase to AWG Services, 29 Heverwood Rd, West Kingsdown, Kent TN15 6HN. Contact Anton Gardner on Tel/Fax: 01474 852430. £20 charge for products found not faulty.
RAPID	Electric Staplers & Tackers	2 years warranty (excludes misuse or use of incorrect staples)	Repaired/replaced at Rapid's discretion. Send, with proof of purchase to AWG Services, 29 Heverwood Rd, West Kingsdown, Kent TN15 6HN. Contact Anton Gardner on Tel/Fax: 01474 852430. £20 charge for products found not faulty.	Repaired/replaced at Rapid's discretion. Send, with proof of purchase to AWG Services, 29 Heverwood Rd, West Kingsdown, Kent TN15 6HN. Contact Anton Gardner on Tel/Fax: 01474 852430. £20 charge for products found not faulty.
RICOH	Printers	2 year repair	Call 0845 300 7050 to arrange repair.	Call 0845 300 7050 to arrange repair.
SAGE www.sage.co.uk	Software	30 days	Call 0845 1115555 for technical help.	Call 0845 1115555 for technical help.
SAGEM www.sagem.com	Consumables	1 year repair.	Return to Aston & James for credit (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase).
SAGEM	Direct Photo Printer	1 year exchange.	Call first as fault can be fixed over the phone 0905 693 0220 (Direct Photo Printer). If product is confirmed as DOA then return to Aston & James for Return to Aston & James for credit (with proof of purchase)..	Call 0905 693 0220 (Direct Photo Printer) to arrange repair.
SAGEM	Fax machines	1 year exchange.	Call first as fault can be fixed over the phone 0870 417 6016 (Fax). If product is confirmed as DOA then return to Aston & James for Return to Aston & James for credit (with proof of purchase)..	Call 0870 417 6016 (Fax) to arrange repair.
Salter Ind Measures	Electronic Scales		Return to Aston & James for credit (with proof of purchase).	Return to Aston & James for Credit (with proof of purchase)
SAMSUNG www.samsung.com	Fax Machines Laser, Printers & Multifunctionals	1 year on-site. DOA: 21 days	Call Samsung customer service helpline for returns reference number(Same as Call Log Number). Return to Aston & James for credit (with proof of purchase). No credit for products found not faulty.	End user to call Samsung customer help line on 0870 2420303 to arrange repair.

MANUFACTURER WARRANTY PROCEDURES				
Dead On Arrival (DOA): Products which are damaged or appear faulty within 3days				
*If products found not faulty, credit will not be issued				
See Info worksheet for contact details				
Brand	Products	Warranty	DOA End User Action	End User Action
SAMSUNG	Fax Machines Inkjet	1 Year exchange DOA 21 days	Call Samsung customer service helpline for returns reference number(Same as Call Log Number). Return to Aston & James for credit (with proof of purchase). No credit for products found not faulty.	End user to call Samsung customer help line on 0870 2420303 to arrange repair.
SAMSUNG	Monitors	3 year on-site	Call 0870 2420303 with details of fault. If unable to rectify return to Aston & James for credit (with proof of purchase and Samsung call log number).	Call 0870 2420303 to arrange repair.
SAMSUNG	Water Filters.	1 year on-site.	Call 0121 744 0987 (quoting serial no.) to arrange repair.	Call 0121 744 0987 (quoting serial no.) to arrange repair.
SANYO www.sanyo.com	Dictation Equipment	2 year repair.	Call 0870 330 0445 with details of fault. If unable to rectify return to Aston & James for credit (with proof of purchase) in full if returned in pristine condition, complete with accessories and original packaging.	Any fault reported within 30days of purchase can be treated as DOA. Call 0870 330 0445 with details of fault. If unable to rectify return to Aston & James for full credit (with proof of purchase) if returned in pristine condition, complete with accessories and original packaging.
SECURIKEY www.securikey.co.uk	Security Mirrors / Metal Detector / Lockit Door Lock	1 year warranty	Call Securikey to arrange repair/replacement. 01252 311888/9	Call Securikey to arrange repair/replacement. Contact Mark Cooke on 07899 897301
SENTRY SAFES www.sentrysafes.co.uk	Safes	1 year repair.	Please call helpline for advice before returning to Aston & James for credit.	Call 01234 353444 to arrange repair.
SHARP www.sharp.co.uk	Calculators	1 year replacement.	Return to Aston & James for credit (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase). Outside 1 year call 0870 738 0000. Operational advice 08705 274 277.
SHARP	Cash Registers	1 year replacement/repair.	Call 0870 7380000 as problem may be resolved over the phone. If unable to rectify, product can be returned providing it can be returned with all packaging and in a re-salable condition.	Call 0870 7380000 as problem may be resolved over the phone. If unable to rectify, product can be returned providing it can be returned with all packaging and in a re-salable condition.
SHARP	Fax, Monitors, Printers, Organisers	1 year replacement/repair.	If machine arrives damaged or visibly faulty return to Aston & James, in original packaging with accessories, for credit (with proof of purchase). If a fault occurs after use, call 0870 7380000 to arrange replacement/repair (with proof of purchase). DOA must be reported within 7 days.	Call 0870 738 0000 (Sharpserve) to arrange replacement/repair (with proof of purchase). Programming of cash registers is a chargeable service
SHARP	Fax (UXB800 & UXB750)	1 year replacement/repair.	If machine arrives damaged or visibly faulty return to Aston & James, in original packaging with accessories, for credit (with proof of purchase). If a fault occurs after use, call 0845880 0429 to arrange replacement/repair (with proof of purchase). DOA must be reported within 7 days.	Call 0845880 0429 to arrange replacement/repair (with proof of purchase).
SHARP	Copiers	1 year replacement/repair.	If machine arrives damaged or visibly faulty return to Aston & James, in original packaging with accessories, for credit (with proof of purchase). If a fault occurs after use, call 0870 400 2077 to arrange replacement/repair (with proof of purchase). DOA must be reported within 7 days.	Call 0870 400 2077 to arrange replacement/repair (with proof of purchase). Programming of cash registers is a chargeable service

MANUFACTURER WARRANTY PROCEDURES				
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SHARP	Microwaves	1 year repair	If machine arrives damaged or visibly faulty return to Aston & James, in original packaging with accessories, for credit (with proof of purchase). If a fault occurs after use, call 0870 7380000 to arrange replacement/repair (with proof of purchase). DOA must be reported within 7 days.	Call 0161 2042300 for details of local service centre to arrange repair (user takes to Sharp designated service centre).
SHARP	Portable CD, Radio, Video Recorders, Televisions, DVD, Minidisk	1 year repair	If machine arrives damaged or visibly faulty return to Aston & James, in original packaging with accessories, for credit (with proof of purchase). If a fault occurs after use, call 0870 7380000 to arrange replacement/repair (with proof of purchase). DOA must be reported within 7 days.	Call 0161 2042300 for details of local service centre to arrange repair (user takes to Sharp designated service centre).
SONIX	Desking	5 year replacement against manufacturer faults.	Return to Aston & James for replacement (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase).
SONIX	Seating	2 year guarantee - some products may have a 5 year component guarantee against manufacturing fault - check individual product	Return to Aston & James for replacement (with proof of purchase).	Customer to inform Aston & James of fault, Aston & James to organise replacement part to be delivered to Customer within 48hrs - or some lines return and replace. Check the individual vendor details of who supplied the product
STANLEY www.stanleytools.com	TLM130 Laser Measurer / Ultrasonic Distance Estimator	1 year warranty	Contact Stanley to arrange repair/replacement 0114 244 8883	Contact Stanley to arrange repair/replacement 0114 244 8883
STEARN www.stearn.co.uk	Burco Boiler	1 year on-site.	Return to Aston & James for credit (with proof of purchase).	Call 0151 432 7298 to arrange repair.
STEARN	Morphy Richards Coffee Maker	1 year replacement	Return to Aston & James for replacement (with proof of purchase)	Return to Aston & James for replacement (with proof of purchase).
STEARN	Haier Fridge	1 year on-site.	Call 0870 909 9100 to arrange repair.	Call 0870 607 7270 to arrange repair.
STEARN	Lightbulbs		Return to Aston & James for credit (with proof of purchase).	Return to Aston & James for credit (with proof of purchase).
STEARN	Redring	1 year on-site.	Call 01733 456789 for customer service	Call 01733 456789 for customer service
STELJES www.steljes.co.uk	Smart Boards	1 year repair.	Call 0208 213 2100 to arrange repair. Faulty units to be returned to Steljes Ltd, 12 Syon Gate Way, Brentford, Middlesex TW8 9DD.	Call 0208 213 2100 to arrange repair. Faulty units to be returned to Steljes Ltd, 12 Syon Gate Way, Brentford, Middlesex TW8 9DD.
STELTUBE www.steltube.co.uk	Educational Furniture	1 year repair	Call 01621 857273 to arrange repair.	Call 01621 857273 to arrange repair.
SVEN www.sven.co.uk	Desking - reception	5 year repair.	Return to Aston & James for replacement (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase).
SWISSTEC	TV	1 Year	Contact Contrast Direct 08708 030367 with serial no and model no and they will arrange replacement	Contact Contrast Direct 08708 030367 with serial no and model no and they will arrange replacement
SWORDFISH	Trimmers: Heavy-duty & Office	2 year replacement.	Return to Aston & James for credit (with proof of purchase).	Call 01903 736032 to arrange repair.
Tom Tom www.tomtom.com	Sat Nav	1 year repair	Return to Aston & James for replacement (with proof of purchase).	Visit the website www.tomtom.com/support/category.php?ID=1&language=1 and follow on screen steps.

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Brand	Products	Warranty	DOA End User Action	End User Action
TOSHIBA www.toshiba.co.uk	TV, DVD, Video	1 year commercial warranty	Return to Aston & James for credit (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase).
TOSUMI	TV, DVD, Video	1 year commercial warranty	Return to Aston & James for credit (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase).
TRENDLINE	Furniture	5 year repair	N A	Call 01254 52220 to arrange repair.
TREXUS	Screens	3 year	Return to Aston & James for replacement (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase).
TREXUS	Seating	2 year guarantee - some products may have a 5 year component guarantee against manufacturing fault - check individual product	Return to Aston & James for replacement (with proof of purchase).	Customer to inform Aston & James of fault, Aston & James to organise replacement part to be delivered to Customer within 48hrs - or some lines return and replace. Check the individual vendor details of who supplied the product
TREXUS and TREXUS PLUS	Desking and Storage	5 year	Return to Aston & James for replacement (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase).
TREXUS INTRO	Seating	2 year replacement against manufacturer faults.	Return to Aston & James for replacement (with proof of purchase).	Return to Aston & James for replacement (with proof of purchase).
TREXUS OFFICE	Seating	2 year fabric and 5 year component against manufacturing faults	Return to Aston & James for replacement (with proof of purchase).	Customer to inform Aston & James of fault, Aston & James to organise replacement part to be delivered to Customer within 48hrs.
TREXUS PLUS	Seating	2 year fabric and 5 year component against manufacturing faults	Return to Aston & James for replacement (with proof of purchase).	Customer to inform Aston & James of fault, Aston & James to organise replacement part to be delivered to Customer within 48hrs.
TREXUS PLUS	Lockers	2 year against manufacturing faults	Return to Aston & James for replacement (with proof of purchase).	Customer to inform Aston & James of fault, Aston & James to organise replacement part to be delivered to Customer.
VANGUARD	Fire Extinguishers	5 Year Warranty	Return to Aston & James for credit (with proof of purchase)	Call 01603 787679 to arrange repair. If DOA return to Aston & James for Replacement (with proof of purchase and full details of damage)
VENT AIR	Climate Check Meter	1 year repair.	Call Ventair on 01825 732537 to arrange repair/replacement	Call Ventair on 01825 732537 to arrange repair/replacement
VENT AIR	Thermometers	6 months repair.	Call Ventair on 01825 732537 to arrange repair/replacement	Call Ventair on 01825 732537 to arrange repair/replacement
VENT AIR	Woods ED36-UHF Dehumidifier	1 year repair.	Call Ventair on 01825 732537 to arrange repair/replacement	Call Ventair on 01825 732537 to arrange repair/replacement
VERBATIM www.verbatim.com	Memory Cards,Store and go USB Drives	2 year replacement	End user to call 0800 3883222 Mon to Thurs 9am to 2pm. Friday 3pm to 4pm. For technical support and if necessary exchange direct with manufacturer	End user to call 0800 3883222 Mon to Thurs 9am to 2pm. Friday 3pm to 4pm. For technical support and if necessary exchange direct with manufacturer