

Kerstar branded products - warranty policy

Filtermist Limited provides the following warranties on Kerstar branded products, subject to the terms and conditions stated below:

- **Portable Industrial Vacuum Cleaners: 12 Months**
- **Accessories and Spare Parts: 6 Months**

Please note: This warranty expressly excludes consumable parts such as carbon brushes, floor tools, hoses, bags, filters etc. which are considered replaceable from time to time during the normal working life of the vacuum cleaner.

Terms and Conditions

- The warranty **must be activated** using the online form at www.kerstar.com **within one month of purchase**.
- All warranty claims **must be processed through the Distributor** from whom the equipment was purchased. The Distributor will co-operate with the purchaser throughout the warranty claims procedure and will arrange any necessary repairs using genuine Kerstar parts.
- If the original Distributor is no longer available to fulfil their obligations, **please contact Filtermist Limited directly** with full details of the claim and proof of purchase so that this may be processed without delay.
- Any warranty claim can **only relate to the specific part** that is proven to be at fault and for which a replacement will be supplied. It cannot be extended to constitute a claim against the complete vacuum cleaner.
- Filtermist Limited will supply the Distributor with any warranty parts required **subject to the claim being validated after return of the faulty items** in accordance with Filtermist Limited's Terms and Conditions of Sale.
- **Claims will not be accepted** if they are the result of fair wear and tear, misuse, abuse of any kind, unauthorised modification, or unauthorised repair.
- No replacement will be given unless the **appropriate evidence of the validity of the claim has been provided** to the satisfaction of Filtermist Limited.
- Filtermist Limited **reserves the right to charge** for any unnecessary work carried out as a result of an invalid claim.
- **No variation to this warranty** may be made or implied by any member of Filtermist Limited or its Distributors unless such variation is in writing and authorised by the Company.