

Warranty

Every single towbar and electrics used at Southern Towbars the best quality and developed to serve for decades for intensive use. In general, the towbars that we supply are designed to last longer than the vehicle. I

At Southern Towbars, you will receive one year of warranty period on your towbar and wiring kit by default. This means that we guarantee that the supplied products are parts thereof are free of defects that are the direct result of errors in the materials, manufacturing or construction for a period of twelve months.

In the exceptional case that your towbar is no longer suitable for use, for example due to an accident, as a result of which the product is no longer safe for use and has therefore reached the end of its life cycle, our advice is to recycle the towbar and hand it over to a certified party.

1. Quality Standards

All Towbars that we provide are designed and manufactured to meet and exceed the requirements of 94/20/EC as well as Regulation 55 and are produced within a quality system conforming to ISO 9001-2000.

2. Statutory Guarantee – first 6 months from Delivery

Under the Consumer Rights Act 2015, you have an early right to reject goods that are of unsatisfactory quality, unfit for purpose or not as described, and get a full refund. This right is limited to 30 days from the date you took ownership of the goods. If an item is faulty and needs to be returned, then we will also pay your reasonable postage costs within the UK for the return of the faulty item. If you would like to return an item that arrived damaged, not as described or faulty, then we will refund the total cost of the return.

In addition, if you discover a fault with your Towbar and inform us about it during the first 6 months from delivery of your Towbar you have certain rights under the Sale and Supply of Goods to Consumers Regulations 2002. These rights will apply if any fault in the materials or workmanship of your Towbar means that your Towbar is not of satisfactory quality, or does not conform to specification. In these circumstances we will repair or replace your Towbar (or the relevant part) free of charge and we will also pay your reasonable postage costs within the UK of returning the Towbar to us. However, if the costs to Southern Towbar Towbars of repairing or replacing your Towbar are disproportionately high then we may choose to refund the price of your Towbar, or part of the price reflecting the cost to you of the fault, instead.

3. The 1 Year Guarantee – after the first 6 months from Delivery

If you discover a fault with your Towbar and inform us about it after the first 6 months from delivery, your Towbar will be covered by the 1 Year Guarantee from the day of purchase of the Towbar, subject to the conditions and exclusions described in this Guarantee.

The 1 Year Guarantee will only apply for as long as the vehicle remains in the ownership of the individual who purchased the Towbar or who first had the Towbar fitted (if not the purchaser). The 1 Year Guarantee cannot be transferred to subsequent owners of the vehicle. Subject to the Towbar being used and cared for as set out in this Guarantee, Witter Towbars will replace or repair free of charge any parts of your Towbar which are faulty because of materials or workmanship during the first 1 years. We will also pay your reasonable postage charges within the UK of returning the Towbar to Witter Towbars.

Detachable towballs purchased directly Southern Towbars are guaranteed for 1 years from date of purchase as long as the vehicle remains in the ownership of the individual who purchased the Towbar or who first had the Towbar fitted (if not the purchaser). This guarantee cannot be transferred to subsequent owners of the vehicle.

Cycle Carriers purchased directly from southern Towbars are covered under a warranty of between two and Five years from delivery against manufacturing defect as long as the cycle carrier remains in the ownership of the individual who purchased the carrier. Proof of purchase must be produced to Southern Towbars in form of a purchasing receipt, invoice or installation documentation. The warranty cannot be transferred to subsequent owners of the cycle carrier.

4. Use and Care of Towbar

While our suppliers willingly takes responsibility for its materials and Southern Towbars workmanship, you could damage your Towbar by failing to use or care for your Towbar correctly. Therefore, your Towbar will only be covered by the 1 Year Guarantee if you have used and cared for your Towbar correctly in accordance with the use and care requirements which are set out in the rest of clause 4 below.

4B. Paint Finish

All Towbars has used a polyester resin powder coat finish which benefits little from additional coating. Where any further paint coatings are to be applied we recommend that you test any coating on a small unexposed area of the Towbar before painting the entire Towbar.

The Towbar is subject to an extremely harsh environment due to it being located 'under body'. Due to the high potential of stone chips, exhaust fume build up etc; southern Towbars cannot offer any guarantee on how long the Towbar will remain

free from rust. However, Our suppliers utilises the most modern and comprehensive pre-treatment and painting systems to ensure that the Towbar will remain rust free for the maximum period.

4C. Maintenance

After 500 miles of towing and thereafter every year you must inspect your Towbar and:

- Re-torque all fixings to the values specified on the installation instructions.
- Repair any damage to the paint finish.
- Replace any damaged components. Only parts supplied by us may be used in order to benefit from the 1 Year Guarantee.

4D. Inappropriate Use/Care

The following circumstances are likely to cause harm to your Towbar through inappropriate use or care and will have the result that your Towbar is not covered by this Guarantee (unless covered under paragraph 2 above):

- If the vehicle on which the Towbar is installed is involved in an accident, incident or collision with another vehicle or object.
- If for any reason (either directly or indirectly) an abnormal load is applied to the Towbar.
- If the Towbar has been damaged, misused or neglected.
- If any changes, modifications or repairs have been carried out to the Towbar or any of its components without the prior written consent of Southern Towbars.
- If the Towbar is transferred to another vehicle.

5. Warranty against Theft

Southern Towbars does not offer any type of warranty against theft. The locks on Cycle Carriers and detachable towbar necks are designed to deter vandalism and theft. Detachable necks, cycle carriers and other property should be removed from the vehicle when it is unattended for any extended period or not in use to prevent any situation that may provide an opportunity for theft or vandalism. We do recommend that you check with either your vehicle insurance or homeowners/renters insurance to see if the rack is covered.

6. Statutory Rights

This Guarantee does not confer any rights other than those expressly set out above and does not cover any claim for indirect or consequential loss or damage. Nothing in this Guarantee is intended to limit or exclude the liability of Witter

Towbars for anything which it is not permitted to exclude or limit under English law.

This Guarantee is offered as an extra benefit to and does not affect your statutory rights.