

LOBSTER EUROPE WARRANTY POLICY

1) **Damage In Transit** (First 30 days only)

If a machine is found to be damaged on arrival to a dealer or their customer, we will make a claim with the shipping company and arrange to collect the damaged machine from the original delivery address and return it to our warehouse. Apollo Leisure will pay the shipping costs. Once we have confirmation that the damaged machine has been collected we will send out a replacement machine. There is no charge to the dealer or customer.

2) **Defective Merchandise** (First 30 days only)

If a dealer or customer receives a machine that is faulty our first step will be to see if the problem can be corrected by the dealer or customer themselves. Often it is something simple such as a misunderstanding of how the machine works, a loose wire that may have become disconnected in shipping, or another issue that can be resolved over the telephone or by email with the dealer or customer. If the problem cannot be resolved this way or the customer is unable or unwilling to engage in fault finding we will arrange to ship the machine back to our warehouse at no charge to the dealer or customer. Once we have received the machine back in our warehouse we will repair the fault and if this is not possible we will replace with a new machine.

3) **Warranty Repair** (Day 31 through 2-year warranty period)

If a dealer or customer contacts us with a fault with their machine after the thirty day period then our first step is to resolve the problem in the same manner as we do with Defective Merchandise. If the dealer or customer is willing and able to correct the issue and a part is needed then we will ship the replacement part to the dealer or customer at our expense (shipping costs). All warranty replacement parts needed are provided by Apollo Leisure free of charge. If the problem cannot be resolved through troubleshooting or the dealer/customer is unable or unwilling to correct the fault then we will arrange to ship the machine back to our warehouse. The shipping cost to our warehouse is the responsibility of the customer. Upon receipt of the machine we will correct the fault and ship the machine back to the dealer/customer. Under the warranty all parts, labour, and return shipping charges are covered by our warranty policy.

4) **Repairs** (After 2-year warranty expires)

If the machine is no longer covered under the 2 year warranty then we will try to solve any fault as above. All parts, labour, and shipping charges are the responsibility of the customer.