



Extended shredder warranty for Lyreco customers

Fellowes shredders for Commercial use come with a standard warranty of 2 years on the machine and a 20-year warranty on the cutters. Lyreco offers customers who buy a Fellowes Commercial shredder **one year free extended warranty***.

In order to benefit from this extended warranty, please complete the sections below and email this document and your proof of purchase to Fellowes within 45 days after purchase of your machine.

Company name	<input type="text"/>	Address	<input type="text"/>
Title (mr/mrs/ms)	<input type="text"/>	Town/city	<input type="text"/>
First name	<input type="text"/>	Postal code	<input type="text"/>
Last name	<input type="text"/>	Country	<input type="text"/>
Job title	<input type="text"/>	Telephone no	<input type="text"/>
		Email	<input type="text"/>

Select one of the following models:

225i <input type="checkbox"/>	225Ci <input type="checkbox"/>	225Mi <input type="checkbox"/>	325i <input type="checkbox"/>	325Ci <input type="checkbox"/>	425i <input type="checkbox"/>	425Ci <input type="checkbox"/>	485i <input type="checkbox"/>
485Ci <input type="checkbox"/>	AutoMax™ 350C <input type="checkbox"/>	AutoMax™ 550C <input type="checkbox"/>					

Additional information:

Serial number	<input type="text"/>	Date of purchase	<input type="text"/>
<small>(The serial number can be found on the label on your machine, it is the number below the barcode)</small>		Purchase price excl. Vat	<input type="text"/>

	YES	NO
May we contact you in the future to participate in market research studies?	<input type="checkbox"/>	<input type="checkbox"/>
Would you like to receive product information and special offers from Fellowes?	<input type="checkbox"/>	<input type="checkbox"/>

Please email this document to **cs-export@fellowes.com** along with a scan or picture of your proof of purchase. If you have any questions or concerns, please contact our customer service department on **00800 1810 1810** or via the Support section on **www.fellowes.com**

* Terms and conditions apply, see page 2 & 3 for details

Frequently asked questions on Extended Warranty

HOW DO I QUALIFY FOR THE FREE 1-YEAR EXTENDED WARRANTY?

The free 1-year extended warranty is open only to customers who have purchased a Fellowes shredder from Lyreco. In order to benefit from the 1-year free extended warranty, you must complete and email the registration form and a copy of your proof of purchase to Fellowes within 45 days after purchase.

WHAT IS THE DIFFERENCE BETWEEN MY STANDARD MANUFACTURER'S WARRANTY AND A FELLOWES® EXTENDED WARRANTY?

The standard manufacturer's warranty is automatically included in the purchase of your Fellowes product. Please reference the user's manual or fellowes.com for individual product warranty coverage and duration details. Fellowes offers an optional extended warranty for Lyreco customers that starts immediately after the standard manufacturer's warranty ends.

WHAT IS COVERED UNDER THE WARRANTY?

Fellowes warranty coverage is a comprehensive policy that covers your shredder from top to bottom. If your shredder has a covered mechanical failure, Fellowes will repair or replace it. This includes all applicable trip charges, labor charges, most parts, and/or freight to/from for replacement. Please check the terms and conditions for more details.

ARE THERE ANY SERVICE EXCLUSIONS FOR THE WARRANTY?

There are very few items not covered by the Fellowes warranty. Excluded items are: damage caused by customer abuse or neglect; damage/failure due to electrical surge or other electrical faults; consumable items such as lubricating oil and collection bags; on-site service technician hours are limited to Monday-Friday 09.00 - 17.00.

IF I HAVE AN EXTENDED WARRANTY AND HAVE QUESTIONS OR ISSUES WITH MY MACHINE, WHO SHOULD I CALL?

Please call our freephone number **00800 1810 1810** or go the Support section on our Fellowes.com for warranty inquiries and support. **Office hours Monday-Friday 09.00 - 17.00.**

ATTENTION IS DRAWN SPECIFICALLY TO THE DATA PROTECTION BOX BELOW FOR CONSENT TO THE COLLECTION OF PERSONAL DATA.

From time-to-time, Fellowes would like to send you information about future promotions, events, new products and company news.

Please tick here if you consent to receiving these email communications from Fellowes.

The business which controls your data, that is to say the business which gives instructions as to how it is used, is Fellowes Ltd address: Unit 2, Ontario Drive, New Rossington, Doncaster DN11 0BF United Kingdom.

We are processing your data solely for the purposes of your agreement to enter this promotion.

We will retain your personal data only as long as is necessary to fulfil this promotion.

You have the right at any time to get in touch and tell us your consent to the collection of your data has been withdrawn.

You have the right to complain to your national data protection authority.

Without your data, we cannot run this promotion with you as a participant.

Terms and conditions for 1-year extended warranty for Lyreco customers

1. The Plan.

This agreement governs the services and technical support you are eligible to receive from Fellowes as a participant in the 1-year Extended Warranty Plan for Lyreco (the "Plan") for the Covered Equipment, as defined below. In order to qualify for the 1-year Extended Warranty Plan, customers must register for the plan within 45 days after purchase of the product.

2. When Coverage Begins and Ends.

The coverage commences on the expiration of the manufacturer's warranty provided with your initial product purchase and ends on the last day of the term specified in your Plan Certificate ("Coverage Period"). The terms of this Plan and the Plan Certificate are each part of your extended service plan. The hardware service and technical support coverage provided by the Plan is additional to the coverage provided by the applicable manufacturer's warranty and technical support.

3. What is Covered?

a. Covered Equipment

"Covered Equipment" means the Fellowes branded product listed on your Plan Certificate along with the accessories contained in the original packaging. Consumables are not Covered Equipment.

b. Equipment Service

If during the Coverage Period, you make a valid claim by notifying Fellowes that a defect in materials and workmanship has arisen in the Covered Equipment, Fellowes will either (a) repair the defect at no charge, using new or refurbished parts that are equivalent to new in performance and reliability, or (b) exchange the Covered Equipment with a replacement product that is new or equivalent to new in performance and reliability, and is at least functionally equivalent to the original product. If Fellowes exchanges the Covered Equipment, the original product becomes Fellowes's property and the replacement product is your property with coverage for the remaining period of the Plan.

c. Technical Support

During the Coverage Period, Fellowes will provide you with access to telephone and web-based technical support resources

4. What is not Covered:

a. Equipment Service. The Plan does not apply to:

- i.** Installation, removal or disposal of the Covered Equipment, or the provision of equipment while the Covered Equipment is being serviced;
- ii.** Damage caused by (a) a product that is not the Covered Equipment (b) accident, abuse, misuse, neglect, liquid contact, fire, earthquake, unsuitable physical or operating environment, or other external cause, (c) operating the Covered Equipment outside the permitted or intended uses described by the manufacturer, (d) incorrect voltage, or (e) service performed by anyone who is not a representative of Fellowes or a Fellowes Authorized Service Provider;
- iii.** Covered Equipment with a serial number that has been altered, defaced or removed, or has been modified to alter its functionality or capability without the written permission of the manufacturer;
- iv.** Cosmetic damage to the Covered Equipment including but not limited to scratches, dents and broken plastic that does not affect functionality;
- v.** Preventative maintenance on the Covered Equipment beyond preventative maintenance specifically listed on the Plan Confirmation;
- vi.** Consumables or parts listed on the Plan Certificate as Excluded Parts.

5. How to Obtain Service and Support?

You may obtain technical support and/or request service by accessing the Fellowes website (www.Fellowes.com) or calling 00800 1810 1810. A Fellowes customer support representative will request your Plan Confirmation or Covered Equipment serial number before providing assistance. Please keep your Plan Confirmation as it may be required if there is any question as to your product's eligibility for coverage.

6. Equipment Service Options

a. Fellowes will provide Equipment services through one or more of the following options:

i. On-site service. Fellowes will dispatch a service technician to the location of the Covered Equipment. Service will be performed at the location, or the service technician will transport the Covered Equipment to a Fellowes Authorized Service Provider or Fellowes location for repair. If the Covered Equipment is repaired at a Fellowes Authorized Service Provider or Fellowes location, Fellowes will arrange for transportation of the Covered Equipment to your location following service. If the service technician is not granted access to the Covered Equipment at the appointed time, any further onsite visits may be subject to an additional charge.

ii. Mail-in service. In the event that Onsite Service is not practical, mail-in service may be provided. For mail-in service, Fellowes will send a replacement product which may be new or refurbished. Fellowes will pay for shipping to and from your location if all instructions are followed. If you fail to return the Covered Equipment within 30 days, you agree to pay the manufacturer's recommended selling price for the replacement product.

b. The following conditions apply to onsite service:

i. All requests for service must be placed Monday thru Friday 09:00 – 17:00.

ii. Response Time: Fellowes or a Fellowes Authorized Service Provider shall respond by telephone to the client within 1-2 days of the original service request. Normal service hours are Monday to Friday, 09:00 AM to 17:00, except national holidays.

c. Fellowes reserves the right to change the method by which Fellowes may provide repair or replacement service to you, and your Covered Equipment's eligibility to receive a particular method of service. Service will be limited to the options available in the country where service is requested. Service options, parts availability and response times may vary according to country. You may be responsible for shipping and handling charges if the Covered Equipment cannot be serviced in the country it is in. If you seek service in a country that is not the country of purchase, you will comply with all applicable import and export laws and regulations and be responsible for all custom duties, V.A.T. and other associated taxes and charges. For international service, Fellowes may repair or exchange defective products and parts with comparable products and parts that comply with local standards.

7. Your Responsibilities.

To receive service or support under the Plan, you agree to comply with the following:

- i.** Provide your Plan Certificate;
- ii.** Provide information about the symptoms and/or causes of the issues with the Covered Equipment;
- iii.** Respond to requests for information, including but not limited to the Covered Equipment serial number, model, actions taken before the Covered Equipment experienced the issue and steps taken to resolve the issue;
- iv.** Follow instructions Fellowes gives you, including but not limited to refraining from sending Fellowes products and accessories that are not subject to repair or replacement service and packing the Covered Equipment in accordance with shipping instructions; and
- v.** In the event that onsite service is scheduled, to ensure that the equipment is available for service at the appointed time and provide a safe environment for the repair.

8. Limitation of Liability.

To the maximum extent permitted by applicable law, fellowes and its employees and agents will under no circumstances be liable to you or any subsequent owner for any indirect or consequential damages, including but not limited to any loss of business, profits, revenue or anticipated savings, resulting from fellowes' obligations under this plan. To the maximum extent permitted by applicable law, the limit of fellowes and its employees and agent's liability to you and any subsequent owner arising under the plan shall not exceed the original price paid for the plan.

For consumers in jurisdictions who have the benefit of consumer protection laws or regulations, the benefits conferred by this plan are in addition to all rights and remedies provided under such laws and regulations. To the extent that liability under such laws and regulations may be limited, fellowes's liability is limited, at its sole option, to replace or repair of the covered equipment or supply of the service. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so some or all of the above limitations may not apply to you.

9. Transfer of Plan.

i. With Transfer of Covered Equipment to New Owner. Subject to the restrictions set forth below, you may make a one-time permanent transfer of all of your rights under the Plan to another party, provided that: (a) the transfer includes the original Proof of Purchase, the Plan's Confirmation and all of the Plan's packaging material, including printed materials and these Terms and Conditions; (b) you notify Fellowes of the transfer by sending, faxing or e-mailing notice of transfer to Fellowes., and (c) the party receiving the Plan accepts the Terms and Conditions of the Plan. When notifying Fellowes of the transfer of the Plan, you must provide the Plan certificate, the serial number of the Covered