

# Warranty Claim Procedure

## Warranty Claims

Please refer to your product user manual to determine the warranty terms applicable to your product. A copy of this can be found at [Rexel Manuals](#) and [GBC Manuals](#)

## Inspection Procedure

Upon completion and receipt of the [Warranty Claim Form](#) and proof of purchase, ACCO will provide details and links to our product collection service which will allow you to return your product to ACCO for inspection and repair at our cost.

Upon receipt of the product at our premises an ACCO engineer will inspect your product and you will be advised on whether the fault is supported under warranty before any claim is approved.

Where the fault is diagnosed as supported under the warranty, ACCO will repair or replace the product with an equivalent product and return it to you at ACCO's cost.

If the fault is not diagnosed as being supported under warranty you will be provided with the following options:

1. The product could be repaired where feasible at your cost, a quotation can be provided following inspection but no repair work will be undertaken without your written acceptance of the quotation which will include freight.
2. The product can be returned to you unrepaired at a cost of £40/€50 (prices subject to revision).

## Warranty Exclusions

The product warranty will not apply in the event of:

1. The product or any part thereof having been subject to accident; alteration; misuse or abuse.
2. Damage caused by external factors including but not limited to Power Fluctuations; Fire; Water Damage; Lightning etc.
3. The product recommended sheet/film capacity having been exceeded.
4. Materials or substances having been passed through the product for which the product was not designed.
5. The original model and serial number having been altered; effaced or removed.
6. Where a repair or service other than a routine service as described in the user manual has been performed by a non ACCO approved service provider.
7. Where there is evidence that the product has not been maintained in accordance with the product user manual.
8. Damage incurred during shipment of the product by the customer.



ACCO UK Ltd, Service Team, Oxford House,  
Aylesbury, Bucks, HP21 8SZ  
Tel: 0800 279 5102 (UK) Tel: (01) 603 8010 (Ireland)

## Consumer Warranty Claim

Dear Customer,

Thank you for contacting the ACCO UK Service Centre. To enable us to assess your claim, complete the form below, providing us with the information requested.

Once completed please return to us with your proof of purchase to [warrantyrepairs@acco.com](mailto:warrantyrepairs@acco.com)

If you have any further enquiries prior to forwarding, please contact us on either the email address above or via telephone on 0800 279 5102 (UK) or (01) 603 8010 (Ireland)

### Contact Details

Contact Name	
Company Name (if applicable)	
Address	
Postcode	
E-mail address	
Phone Number	

### Product and Fault Details

Serial Number*	
Product Code / Name	
Date of Purchase	
Purchased From	
Details of Fault	

\*Example Serial Number for Rexel Machines: **P185\*110408001**

\*Example Serial Number for GBC Machines: **UE12584Z**

**Please ensure you return the Proof of Purchase with this form, we are unable to process your claim without it.**

By returning this form, you agree to our terms and conditions shown on the next page.

Tick if you agree to receive further communications from us on our products and services

Acco Brands Privacy Policy – visit

<https://www.rexeurope.com/en-gb/privacy-policy/>

<https://www.gbceurope.com/en-gb/privacy-policy/>



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## Warranty Claim Terms & Conditions

### Claim under warranty

Please refer to your product user manual to determine the warranty terms applicable to your product.

### Inspection procedure

Upon completion and return of the Consumer Warranty Claim form to us, ACCO will validate your claim and once confirmed\* we will issue a returns label, so you can arrange to have the machine collected from yourselves (from anywhere within the United Kingdom) at our cost. It will be taken our Service Centre in Halesowen, in the West Midlands, where it will be examined by an ACCO Technician. Please do not return the machine to us yourselves because any damage caused while in transit will not be covered by us and may invalidate your claim.

\* if there is an issue with your claim we will contact you to discuss it further

Where the fault is diagnosed as warranty supported ACCO will repair or replace the machine, including delivery back to you, at our cost.

If the fault is not warranty supported you will be provided with full details of the finding and given three options:

1. The return of your product unaltered at a cost of £39.95 ex VAT.
2. The cost of the repair of the machine if this is feasible, plus £39.95 to return it to yourselves ex VAT. We will ask you to pay for this work before it is carried out
3. If you wish, we can safely dispose of your machine at no cost to yourselves.

### Warranty exclusions:

The product warranty shall not apply in the event of:

1. The product or any part thereof having been subjected to accident, alteration, misuse or abuse.
2. The product recommended sheet/film capacity having been exceeded.
3. Materials/substances having been passed through the product for which the product was not designed.
4. The original model and serial number plate having been altered, defaced or removed.
5. When repair or service other than routine service described in the user manual, having been performed by non ACCO qualified personnel.
6. Where there is evidence that the product has not been maintained in accordance with the product user manual.

If you have any questions or concerns please contact our Service Centre team on 0800 279 5102.