

novaTM

TURNER'S RETREAT NOVATM UK & IRELAND WARRANTY

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The following warranty provided by Turner's Retreat applies to all Nova™ products distributed by Turner's Retreat in the UK and Ireland, and in any additional territories to which Turner's Retreat may expand its distribution. The products supplied are manufactured by Teknatool International.

1. Definitions

"Product(s)" means the machines, tools, accessories or other items supplied and sold subject to this warranty.

"Nova™" refers to the brand of machines and tools which are subject to this warranty.

"Teknatool" is the official manufacturer of all Nova™ products and the supplier of these machines to the Authorised Distributors.

"Authorised Distributor" means the officially appointed importer or distributor for a particular country or region, who may sell directly or through authorised retailers.

"Turner's Retreat" is the Authorised Distributer for Nova™ Products in the UK and Ireland and the party providing this warranty.

"Authorised Dealer" means a retailer or business that has been approved to sell the Products directly to the end user.

"Customer" means the original purchaser of the Product, unless otherwise stated in this warranty.

2. Warranty Period and Coverage

2.1 Turner's Retreat warrants that qualifying Nova™ Products will be free from defects in materials and workmanship for a period of **up to ten (10) years** (see **Section 2.6**) from the original date of purchase from an Authorised Dealer.

2.2 If a fault occurs within the warranty period and is confirmed to be due to a manufacturing or material defect, Turner's Retreat or an Authorised Dealer will repair or replace the defective part or Product at no cost for the replacement component.

2.3 Turner's Retreat reserves the right, at its sole discretion, to repair the Product, replace it with an equivalent product, or replace it with a comparable product if the original item is no longer available.

2.4 The total value of the warranty shall not exceed the original purchase price or replacement value of the Product.

2.5 This warranty only applies where the Product:

- Has been used for its intended purpose
- Has been operated in accordance with the instructions provided
- Has been correctly installed and maintained
- Has not been modified or repaired by unauthorised persons

2.6 The current Warranty Periods for Nova™ parts are as follows:

Products	Motor	Electrical	All Other Parts
Lathes			
Neptune and Neptune Max	10 Years	5 Years	5 Years
Nebula	2 Years	2 Years	5 Years
Galaxi	2 Years	2 Years	5 Years
Comet II DR	2 Years	2 Years	2 Years
Drill Presses			
Viking Bench and Floor Model	2 Years	2 Years	5 Years
Voyager	2 Years	2 Years	5 Years
Chucks – All Lines	-	-	10 Years
Jaw Sets	-	-	10 Years
Drill Press, Lathe and Chuck Accessories	-	-	2 Years
All other NOVA™ Accessories	-	-	1 Year
NOVA™ Remanufactured/Refurbished Products	1 Year	1 Year	1 Year
Parts and Consumables	30 Days	30 Days	30 Days

3. Conditions of the Warranty

The warranty will only apply if all the following conditions are met:

3.1 The Customer follows the claims procedure outlined in Section 5 of this document.

3.2 Turner's Retreat or an Authorised Dealer is given a reasonable opportunity to inspect the Product.

3.3 If requested, the Customer must return the Product to an approved location for inspection. Turner's Retreat is responsible for the cost of returning the Product unless otherwise agreed.

3.4 The fault must not be the result of:

- Industrial or commercial use
- Accidental damage
- Misuse or incorrect operation

- Failure to follow instructions
- Unstable electrical connection
- Abnormal working conditions
- Neglect or lack of maintenance
- Normal wear and tear
- Unauthorised repair or modification

3.5 The Customer is responsible for ensuring the Product is properly maintained, cleaned and adjusted in accordance with the manufacturer's instructions.

3.6 Damage caused by power surges, excessive voltage fluctuations, natural disasters, or use of unsuitable materials will not be covered under this warranty.

4. Exclusions

4.1 This warranty does not cover consumable or wearing parts such as:

- Blades
- Bearings
- Belts
- Brushes
- Other components that naturally wear over time

4.2 Consumable parts are covered by a 30-day short-term warranty against manufacturing defects only.

4.3 The warranty does not apply where the Product has been:

- Used for hire purposes
- Used in a commercial environment unless specifically agreed in writing
- Purchased second-hand from a private seller (unless otherwise stated)
- Used in a way not intended by the manufacturer

5. Warranty Claims Procedure

5.1 In the first instance, the Customer should contact the Authorised Dealer from whom the Product was purchased.

5.2 Many issues that appear to be faults can often be resolved through correct setup, adjustment, or technical guidance. The Authorised Dealer will normally assist with this before a warranty claim is processed.

5.3 The Customer must inspect the Product within a reasonable time after delivery to confirm that all parts are present and the Product is in working condition. Any visible damage or missing parts must be reported within **5 working days of delivery**.

5.4 The Customer **must** record the serial number found on the product and include it in their claim for the claim to be considered valid.

5.5 If the issue cannot be resolved by the Authorised Dealer, the Customer must submit a warranty claim to the Turner's Retreat customer service email **within 30 days** of purchase: eshop@turners-retreat.co.uk

This claim must include:

- Proof of purchase
- Date of purchase
- Place of purchase
- Product details
- Serial number (found on the product)
- A clear description of the fault

5.6 Turner's Retreat may require defective parts or the full Product to be returned for inspection before a claim is accepted.

5.7 Products returned without prior authorisation may be refused.

6. Repair and Replacement Terms

6.1 Where a warranty claim is accepted, Turner's Retreat will repair or replace the defective part or Product.

6.2 Replacement parts supplied under warranty do not extend the original warranty period.

6.3 Turner's Retreat are responsible for the cost of returning the Product to the service centre. Turner's Retreat will normally cover the cost of returning repaired or replacement parts to the Customer.

6.4 Labour required to install replacement parts, which are agreed to be faulty and within the warranty period, are the responsibility of the Authorised Distributor unless otherwise agreed.

6.5 If a repair or replacement is carried out within the final 90 days of the warranty period, the repaired or replacement item will be covered by a new one-time 90-day warranty commencing from the date of completion of the repair or replacement.

7. Transfer of Warranty

7.1 This warranty applies only to the original end-user purchaser of the Product. Purchases made by retailers or intermediaries from an Authorised Distributor do not qualify, and the warranty is not transferable once the Product is sold to the end-user.

7.2 Proof of the original purchase date will always be required to validate the warranty period.

8. Limitation of Liability

8.1 This warranty applies to Products supplied for private and domestic use only unless otherwise agreed in writing.

8.2 Turner's Retreat will not be liable for:

- Loss of profit
- Loss of business
- Business interruption
- Loss of opportunity
- Any indirect or consequential loss

8.3 Under no circumstances shall Turner's Retreat be liable for incidental, indirect, or special damages arising from the use of the Product.

8.4 Turner's Retreat's total liability under this warranty shall not exceed the purchase price of the Product.

9. Statutory Rights

9.1 This warranty is provided as an additional benefit and does not affect the Customer's statutory rights under applicable consumer law.

10. General Notice

10.1 This warranty applies to Products purchased from Authorised Dealers within the applicable country or region.

10.2 Warranty terms may vary in other countries depending on the Authorised Distributor.

10.3 Turner's Retreat reserves the right to amend product specifications or design without notice as part of a policy of continuous improvement.

11. Service and Repair (for Products that are out of warranty)

11.1 In the instance of a Nova™ product being out of warranty, the customer may still send their product to Turner's Retreat for repair.

11.2 Turner's Retreat or an Authorised Dealer should be given reasonable opportunity to inspect the Product.

11.3 The cost of labour and spare parts to repair the product to full working condition is the responsibility of the Customer if the product is outside of its warranty period.

11.4 It is Turner's Retreat's responsibility to provide a quote detailing the cost of the service and will require the Customer's approval before proceeding with repairs. Prices are valid up to **30 days** from the quotation date.

11.5 Repairs that involve the replacement of consumables and other naturally wearing parts are not accepted (see **section 4.1**).

11.6 Products are only to be serviced if they have not been misused or have not been modified by either the Customer or a third-party manufacturer (see **section 2.5** for details on misuse).

11.7 Turnaround times for the return of the product are only estimated and not guaranteed.

11.8 Turner's Retreat will advise on lead times for certain parts if the information is available and may take longer than usual to arrive.

11.9 If the Product cannot be repaired, Turner's Retreat will contact the Customer to arrange for its return. If the Customer does not wish to have the Product returned, Turner's Retreat may dispose of the Product, and any associated disposal costs will be the responsibility of the Customer.

11.10 All communications are available through the email eshop@turners-retreat.co.uk as well as information regarding payment and transportation of the product to and from Turner's Retreat.

11.11 Relinquished Equipment will incur additional storage fees and may lead to the disposal of the Product as a result of non-response from the Customer.

12. When to Contact

12.1 It is recommended that the Customer always makes initial contact with the Authorised Dealer in which they purchased the Product from, and then Turner's Retreat if applicable. The Customer should refrain from contacting Teknatool unless it is as a result of direct advice from Turner's Retreat or if the query corresponds to any of the reasons detailed in **section 12.3**.

12.2 A Customer should contact Turner's Retreat:

- When the Nova™ Product subject to query has been purchased **in** the UK, Ireland, or in any additional territories to which Turner's Retreat may expand its distribution.
- When seeking to make a claim under this Warranty.
- When noticing an initial fault with a Nova™ Product purchased in the UK and Ireland and having had already contacted an Authorised Dealer.
- When seeking service and repair for a Product that is out of Warranty.
- When discussing the transport of a product to and from Turner's Retreat for inspection.

12.3 A Customer should contact Teknatool:

- When the Nova™ Product subject to query has been purchased **outside** of the UK, Ireland, or any additional territories to which Turner's Retreat may expand its distribution.
- When seeking to make a claim under warranty for a Nova™ Product not directly purchased from Turner's Retreat or its Authorised Dealers.
- In the event that Turner's Retreat is unable to source a part or repair a Product as a result of parts and Products that have been discontinued by Teknatool.
- Where a Product is affected by a fundamental manufacturing defect impacting a batch of Products, rather than an isolated fault, including where such defect may give rise to a product recall. This may require initial contact with Turner's Retreat to ascertain if this is a fundamental defect.