



RAILBLAZA WARRANTY POLICY

RAILBLAZA will repair or replace faulty RAILBLAZA product at its sole discretion, no cover is given for any other loss resulting from the use of any RAILBLAZA product even when used in accordance with published instructions or video guides.

The warranty does not cover product alterations, abuse, incorrect use or any use outside that stated in the published instructions or video guides. The warranty does not cover normal wear and tear, and covers defective materials and workmanship only

The warranty period on RAILBLAZA products are on a product by product basis and starts at the time of the Product's original purchase by the first end-user. The Product may consist of several different parts and different parts may be covered by a different warranty period. The warranty period is 5 years unless stated below;

- Navigation lights – 2 years
- Flexible parts – e.g. SandTrakz Wheels, rubber retaining straps – 2 years

This Limited Warranty extends only to the original first end-user of the Product and is not assignable or transferable to any subsequent purchaser/end-user.

To claim a warranty the customer must produce proof of purchase being invoice or similar document. The customer must also present the defective product for evaluation by RAILBLAZA, any costs associated with the return of the product are to be borne by the customer, in most cases digital photo's or video is enough to make the assessment on. RAILBLAZA reserves the right to decide how the assessment is made, and to hold warranty until the defective product has been assessed.

In normal obvious defective product situations, the retailer may give replacement on the spot then make the claim on RAILBLAZA, this will be at the retailer's discretion.

Please, in the first instance, contact the retailer you purchased the product from, RAILBLAZA Ltd will assist with warranty claims if the customer cannot resolve the issue with the retailer, or if a technical opinion on validity of the warranty claim is required.