

Spare Parts and Service Work · Updated March 2026 · Business Customers Only · Governed by the laws of England and Wales

Part 1 — Equipment Warranty

1.1 — General Coverage

The Equipment is warranted to be free from defects in materials and workmanship for a period of twelve (12) months from the date of installation. During this period, the Manufacturer will, at its option, repair or replace any defective component, provided the Equipment has been properly installed, operated, and maintained in accordance with the Manufacturer's instructions. This warranty excludes consumable items, normal wear and tear, and defects arising from misuse, neglect, or unauthorised modifications.

1.2 — Running Hours Condition

This warranty is conditioned on a maximum of eight (8) running hours for the Equipment in each twenty-four (24) hour period in a five-day work week. If the running hours exceed said number of hours, the warranty period shall be reduced proportionally.

Part 2 — Spare Parts & Service Work

2.1 — Spare Parts Warranty

The Seller warrants that all spare parts supplied shall be free from material defects in workmanship and materials under normal operating conditions for a period of three (3) months from the date of delivery, unless otherwise agreed in writing or required by law.

2.2 — Service Work Warranty

The Seller further warrants that all service work shall be carried out with reasonable skill and care and in accordance with applicable industry standards.

2.3 — Running Hours & Wear Parts

No warranty is given for wear and tear parts and consumables. This warranty is conditioned on a maximum of eight (8) running hours for the Equipment in each twenty-four (24) hour period in a five-day work week. If the running hours exceed said number of hours, the warranty period shall be reduced proportionally.

3 — Spare Parts Supplied Only (Not Installed by Seller)

For parts sold directly without installation by the Seller, this warranty is offered strictly on a return-to-base basis. The Buyer shall be responsible for removal, packaging, return shipment, and reinstallation of any defective part. On-site labour, travel time and associated costs are not included.

The Buyer will be reimbursed the original shipping and handling costs associated with returned parts, subject to claim approval.

4 — Spare Parts Supplied and Fitted by the Seller

Where parts are supplied and installed by the Seller's authorised service engineers, the Seller warrants that spare parts fitted during service work shall be free from material defects in workmanship and materials under normal operating conditions for a period of six (6) months from the date of installation. The warranty shall include the cost of repair or replacement of the defective part, subject to claim approval. On-site labour, travel time and associated costs are included, for normal office hours attendance.

5 — Replacement Parts During Equipment Warranty

If a component of the new equipment fails during the warranty period, and the Seller supplies a replacement part under warranty, that replacement part shall be warranted for the remainder of the original equipment warranty period only. The replacement does not extend or restart the equipment warranty period.

Example: If the equipment has a 12-month warranty and a part is replaced at month 9, the replacement part will be covered for the remaining 3 months only.

6 — OEM Component Warranties

Certain components may carry extended warranties from the original equipment manufacturer (OEM). Where available, the Seller will make reasonable efforts to provide relevant assistance to the Buyer in making a claim directly with the OEM. The Seller does not assume liability for the availability, administration, or enforcement of OEM warranties unless explicitly agreed in writing.

7 — Consumable Items and Wear Parts

Consumables — such as extraction bags, print labels, print heads, cutting tools (including cutters, drill bits, saw blades, knives), collets, bearings, belts, and lubricants, and any other parts subject to regular replacement due to normal wear — are excluded from warranty coverage. This exclusion applies whether consumables are sold or installed as part of a service intervention.

8 — Warranty Exclusions and Voiding Conditions

This warranty does not cover:

- Misuse, operator error, or operation outside specified parameters
- Damage caused by improper installation, unauthorised modifications, or third-party interference
- Normal wear and tear, consumables, or cosmetic deterioration
- Indirect or consequential loss, including production downtime or loss of profit

8.2	Maintenance Obligation	The Buyer shall ensure that recommended routine maintenance is performed; failure to do so will void the warranty.
8.3	Authorised Servicing	This warranty shall be void where the product has been serviced, modified, or interfered with by any party other than the Seller or its authorised representatives. Authorised representatives includes Stuga trained and certified in-house maintenance staff.

9 — Claims and Remedy Process

9.1	Submission	All warranty claims must be submitted in writing on the warranty claim form, including sufficient detail of the defect, within the warranty period. The warranty claim form will be issued by the service team upon request.
9.2	Acknowledgement	The Seller shall use reasonable efforts to acknowledge and assess valid warranty claims within ten (10) business days of receipt.
9.3	Remedy	If the claim is approved, the Seller's sole obligation shall be to repair or replace the defective part, or to refund the purchase price of the part, at the Seller's discretion.

10 — Limitation of Liability

10.1	Unlimited Liabilities	Nothing in this clause shall exclude or limit the Seller's liability for death or personal injury caused by negligence, or for fraud or fraudulent misrepresentation.
10.2	Exclusion of Implied Terms	To the fullest extent permitted by law, all other express or implied warranties, conditions, and terms are excluded.
10.3	Consequential Loss	The Seller shall not be liable for any indirect, incidental, or consequential losses.