

Extend Your Manufacturer Warranty



All GDS apparatus is covered by a 12 month manufacturers warranty. In addition to the standard warranty, GDS offer comprehensive extended warranties for 12, 24 and 36 months, for peace of mind against any repairs in the future. Extended warranties can be purchased at any time during the first 12 months of ownership. The extended warranty will run continuously from the expiration of the previous warranty.

Summary of GDS Warranty

The GDS extended warranty cover parts and labour as follows:

- Initial examination.
- Replacement of any faulty parts.
- Labour costs.
- Test and re-calibration where required.
- Return carriage with insurance.

Note: If deemed necessary, the apparatus will be requested to be returned to GDS at the cost of the customer.

What Happens Next?

If you would like to extend your warranty, simply email sales@gdsinstruments.com or call +44 (0)1256 382450 to receive your quote.



Clayton Dodd
Sales Director GDS Instruments



Peace of Mind



Repair & Protection



Dedicated Technical Support Team



Minimal Downtime

Extended Warranty Cover

Key Facts:



Section 1 - What's included?

Peace of Mind

If you require support and advice or for any reason your apparatus isn't working, you can log your enquiry in our support system. We aim to respond to your enquiry within 24hrs (Mon-Fri) to try and diagnose a problem and find a solution. If we are unable to resolve the problem remotely and if deemed necessary, the equipment will be requested to be returned to GDS at the cost of the customer for repair.

Repair and Protection

The GDS extended warranty covers faulty parts and labour as follows:

- Initial examination.
- Replacement of any faulty parts.
- Labour costs.
- Test and re-calibration where required.
- Return carriage to customer site with insurance.

Any items replaced under the extended warranty, will receive a new 12 month manufacturer's warranty. All remaining parts of the system that have not been repaired will not be covered under the new warranty. If the original manufacturer's warranty has not yet expired or an extended warranty has been purchased, the remaining items will be covered until the original or extended warranty expires.

All items returned to GDS and confirmed as an extended warranty repair will be shipped back to the customer at the expense of GDS.

Dedicated Support Team

GDS have a dedicated technical support team on-hand to offer a number of support services which include, online support, remote PC support, helpsheets, video, telephone and email support. The team is made up of:

- 8 Degree Level Civil/Geotechnical Engineers dedicated to technical support.
- 2 Masters Level Geotechnical Engineers.
- 4 Software Engineers.
- 8 Mechanical & Electrical Engineers.

Minimal Downtime

At GDS we understand that being without your equipment can be detrimental to your business or research. During the repair process you will be kept up to date at all stages, so you can plan for any apparatus downtime.

Section 2 - What's not included?

The Extended Warranty Does Not Cover

- Accidental damage, neglect, incorrect use or operation.
- General wear and tear.
- Goods returned ONLY for calibration.
- Shipping to GDS.

Terms and Conditions (Overview)

- It is the responsibility of the customer to return any item for repair to GDS, items must be in suitable packaging to ensure safe transit and for return to the customer. If the packaging of the returned items is not sufficient or suitable, then a packing charge may apply when goods are returned.
- GDS warrants its manufactured goods, systems and software ("Product(s)") to the original purchaser (the "Customer"), and in the case of distributors, to their original consumer (the "Customer") to be free from defects in material and workmanship and as far as is reasonably practicable free from heavy metals, PBDE & PBB (under the RoHS Directive). This warranty for Products is contingent upon proper use of the Products and shall not apply to defects or failure due to: (i) accident, neglect, or misuse; (ii) failure of the Customer's equipment; (iii) the use of software or hardware not provided by GDS; (iv) unusual stress caused by the Customer's equipment; (v) any party other than GDS who modifies, adjusts, repairs, adds to, deletes from or services the Products or (vi) the Products have been improperly stored, installed, used or maintained.
- GDS' obligation is limited solely to repairing or replacing (at its option) at its premises, any Products or parts, which prove to GDS' satisfaction to be defective as a result of defective materials or workmanship, in accordance with GDS' stated warranty, provided however, that written notice of claimed defects shall have been given to GDS within its warranty period. GDS warrants that their Software is designed and tested to the highest internal specification. The customer, however, acknowledges that this Software is of such complexity and is used in such diverse equipment and operating environments that defects unknown to GDS may be discovered only after the Software has been used by the Customer. The Customer agrees that as GDS' sole liability, and as the Customer's sole remedy, GDS will correct documented failures of the Software to conform to GDS' specifications.
- Full terms and conditions are available on request.

How to contact us

Call: +44(0) 1256 382450

Email: sales@gdsinstruments.com

Visit: www.gdsinstruments.com

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