



Your life Connected, Your life Smarter

3 Year Standard Product Warranty

Warranty Terms

Products are protected by warranty for a period of 36 months from date of purchase against defects in material and workmanship (unless otherwise stated). Should a product fail to perform as described within the warranty period it will be repaired or replaced with the same or equivalent product by Masterplug, free of charge provided that you: (1) return the product to us with shipping charge prepaid, (2) provide us with proof of the original date of purchase and (3) quote our return authorisation number.

Repaired or replaced products will be returned to you with shipping charges prepaid. Replacement products may be refurbished or contain refurbished materials. If in our sole discretion, we are unable to repair or replace a defective product, we will refund the purchase price of the product.

This warranty will not apply if in our judgement, the product fails due to damage in shipment, handling, storage, accident, abuse or misuse, or if it has been used in a manner not conforming to our product instructions, has been modified in any way, or has any serial number removed or defaced. Repair or attempted repair will void this warranty. Our maximum liability under the terms of this warranty is limited to the purchase price of the product covered by the warranty.

The warranty is given under English Law. If any part of this warranty is deemed unenforceable (including any provision in which we exclude our liability to you) the enforceability of any other parts of the warranty will not be affected. These terms do not reduce your statutory rights.

THESE TERMS AND CONDITIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE, FROM TIME TO TIME IN OUR SOLE DISCRETION.

Return Arrangements

Prior to returning any product under warranty, please contact our BG Technical Support on +44(0) 3300 249 279 or +44(0) 1952 238 128 to obtain a returns authorisation number. Under no circumstances will a returned product be accepted without an authorisation number. Send your product to BG for verification of the warranty claim.

Address the packaging as follows:

Returns Authorisation Number: (Please Complete)

Freepost Nexus, TF3 3BD.

Contact our Technical Support team on:
T: +44 (0)3300 249 279 or +44 (0)1952 238 128
E: technical.support@bgelectrical.co.uk
Lines are open Mon - Fri (08:30 - 17:00)