

Tightline Arb UK Ltd – Warranty Policy

Company Details:

Tightline Arb UK Ltd
33 Hamilton Drive
Newton Abbot
Devon TQ12 TLX
Phone: 07366 627144
Email: richard@tightlinearb.com

Warranty Coverage

All climbing PPE supplied by Tightline Arb UK Ltd is warranted to be free from defects in materials and workmanship for a period of **2 years from the date of purchase**, unless otherwise stated by the manufacturer.

Exclusions

This warranty covers manufacturing defects only and does not apply to:

- Normal wear and tear (including abrasion, UV degradation, or material fatigue due to regular use).
- Damage resulting from misuse, neglect, modification, or use outside the intended arboricultural scope.
- Failure caused by improper storage, poor maintenance, or lack of LOLER compliance.
- Corrosion, rust, or degradation caused by extreme environmental conditions.
- Products with removed or illegible serial/lot numbers.

Warranty Process

1. Notify Tightline Arb UK Ltd by email or phone with a description of the issue and proof of purchase.
2. Return the product to the above address for inspection.
 - (Return shipping must be paid by the sender.)
3. Following inspection, if the defect is confirmed to fall within the warranty, Tightline Arb UK Ltd will, at its discretion:
 - Repair the product,
 - Replace it with the same or equivalent model, or
 - Refund the purchase price.

If the claim is not covered, the item will be returned to the sender at their expense.

Legal Rights

This warranty is offered in addition to your statutory rights under the **Consumer Rights Act 2015**, which may allow claims for up to 6 years in England & Wales (5 years in Scotland).