

We've Got the Key Limited
Business Warranty Policy
18/06/2024

INTRODUCTION

Thank you for purchasing a service from We've Got the Key Limited. We hope that this document is easy to understand and clearly explains the warranty claims procedure.

We've Got the Key Limited (the 'Company') is committed to delivering high- quality auto-locksmithing services ('Services'). This warranty policy outlines the terms and conditions under which the Company provides warranty coverage for its Covered Services (as set out in the 'Covered Services' section below).

SCOPE OF WARRANTY

This warranty covers defects in workmanship and materials under normal use related to the specific Covered Services provided by the Company.

DURATION OF WARRANTY

The Warranty Period varies from three (3) to twelve (12) months from the date of specific Service completion. The warranty start date will be the date when the specific Service is provided and accepted by the customer.

Product	Warranty Period
Keycards	3 months
Blue Transit Keys	3 months
Aftermarket keys	12 months
OEM keys	12 months
Lockset	12 months
Ignition barrels	12 months
Door barrels	12 months
Transponder rings	12 months
KVM – Keyless Vehicle Module	12 months
BCM – Body Control Module	12 months
Ignition Coil	12 months
Steering lock	12 months

COVERED SERVICES

The warranty covers the following Covered Services provided by the Company, including but not limited to:

- Providing replacement keys for all key types;
- Providing replacement barrels and locksets inclusive of door, ignition, boot, glovebox, fuel cap and bonnet barrels;
- Providing replacement extra security locks;
- Replacement and programming of KVM, BCM and other identified vehicle components highlighted in the products list above

The customer accepts the following in relation to the Covered Services:

Defective Keys: This warranty covers any defects or malfunctions in the vehicle keys purchased, such as key intermittency, failure to operate, or any other malfunction that renders the key ineffective in its intended function. Coverage is applicable provided that the keys have been used in accordance with the manufacturer's guidelines and have not been subjected to misuse, abuse or unauthorised modifications. If the key was functioning correctly at the time of service but has now failed, we will rectify the issue under warranty.

Workmanship Issues: If your vehicle experiences intermittent problems after or as a result of the services provided and it's determined to be a workmanship issue, we will fix it at no cost.

Blades: We strive to provide keys with blades that work in all barrels, but we cannot guarantee compatibility with all locks (e.g., door locks, petrol cap, bonnet catch, or boot lock). Compatibility depends on factors like lock history, wear and tear, damage, or seizing, and will be assessed on a case-by-case basis.

EXCLUSIONS FROM THE COVERED SERVICES:

Batteries: We do not cover issues related to non-functioning remote or proximity functions due to battery problems. Please change the battery. Exceptions apply to certain rechargeable keys, such as Ford Transits 2006 and above, Land Rover Freelander 2, Range Rover Sport, Discovery 3, and selected BMW models up to 2011 (E46, Z4E87), subject to clarification. Batteries provided with keys are free of charge.

If the issue persists after a battery change, we may address it under warranty.

Key Damage: Any damage to the key, whether accidental, due to misuse, or abuse, will invalidate a warranty claim. All details of the issues and time leading up to the claim will be verified by the customer service team.

Non-Key-Related Issues: If the vehicle experiences intermittent issues that are not key-related, a partial call-out charge will apply. If we can provide service to resolve the issue, then additional fees will be charged.

Initial Vehicle Faults: If our locksmith discovered any vehicle faults during the initial attendance preventing service, we will not reattend at a reduced call-out fee. In such cases, the full call-out fee of at least £100+VAT will apply (depending on location), subject to the same terms.

Unauthorised third-party service: Warranty cover would be voided if an unauthorised third-party tampers with the product between service completion and any warranty claim submission.

Further exclusions from this warranty:

- Gain access;
- Diagnosis;
- Batteries;
- Re-casing and re-blading keys;
- Reprogramming;
- Fitting of parts supplied by client from a third-party;
- Damage caused by misuse, negligence, or accident;
- Services performed by unauthorised third parties;
- Normal wear and tear; or
- Damages incurred during the customer's possession of the vehicle after the service has been completed.

How to Make a Warranty Claim

For any key-related warranty claim, before starting a warranty process, please replace the battery provided with the replacement key. We would commence the warranty process and attend under warranty only if the battery has been changed and the issues experienced still persist. Ensure any and all stickers have been removed and the battery inserted correctly (see exemptions below).

For all other warranty claims, please contact WGTK in accordance with this warranty policy. We will ask a number of questions to determine what might be causing the issues. Usually before arranging the dispatch of one of our engineers we advise that you try a replacement battery in the key. These can be purchased online/at your local hardware store. If you need assistance there are instructional videos to advise how you can change the battery, or you can call and we can advise you.

If this does not resolve the issue and so long as we determine there is an issue as part of the covered services provided we will arrange a locksmith to attend.

Warranty attendance will be based on availability and location, as further detailed below. We aim to provide prompt resolution of warranty claims, however, we cannot guarantee same day attendance, with the exception of emergency situations (to be decided at the Company's sole discretion).

The warranty policy covers the UK & Northern Ireland only.

The excluded locations are as follows ('**Excluded Locations**')

- Islands – Jersey and Guernsey
- The Isle of White
- The Shetland Islands
- The Outer and Inner Hebrides
- The Orkney Islands

- Northern Ireland

Should the customer request warranty attendance from any of the above Excluded Locations, WGTK is under no obligation to facilitate such warranty attendance due to the nature of such locations (unless the original Covered Service was provided by WGTK to the Customer in such Excluded Location).

CUSTOMER RESPONSIBILITIES

To be eligible for warranty coverage, customers must:

- Notify the Company promptly of any issues covered by the warranty;
- Allow the Company to investigate, inspect and remedy the issue before seeking services from other providers; and
- Provide evidence of defect if so requested by the Company.

WARRANTY CLAIMS

Customers must submit warranty claims in writing to the Company within 30 days after discovering the fault and in any event, within the relevant Warranty Period specified above. The claim should include the reference number, a detailed description of the issue, and any supporting evidence. Warranty claims will be reviewed and investigated for validity and coverage.

WARRANTY REMEDIES

If a Covered Service or defective Product is identified during the warranty period, the Company will, at its discretion:

- Repair the defective work
- Replace the faulty components
- Provide a refund for the original service cost.

LIMITATIONS OF LIABILITY

- (1) The Company shall not limit any liability that cannot legally be limited (including but not limited to liability for death or personal injury caused by negligence, or fraud or fraudulent misrepresentation).
- (2) Subject to paragraph 1 above, the Company's liability under or in connection to this warranty shall be limited to the cost of the original Service provided (inclusive of VAT).
- (3) Subject to paragraph 1 above, the Company shall not be liable for any incidental or consequential damages.

TRANSFERABILITY

This warranty is non-transferable and applies only to the original customer who purchased the service from the Company.

MODIFICATION OF WARRANTY TERMS

The Company reserves the right to modify the terms of this warranty policy from time to time.

Any changes will be communicated to customers in writing.

GOVERNING LAW

This warranty gives you specific contractual rights and is in addition to, not in place of, any statutory rights you may have under local consumer laws applicable to you.

This warranty and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the laws of England and Wales.

Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this warranty or its subject matter or formation.

PRIVACY

You agree and understand that it is necessary for the Company to collect, transfer and process personal data in order to facilitate the requested service. Your data may be transferred to and processed by authorised third parties. The Company will use and protect your personal data in accordance with all applicable Data Protection Legislation, the Company's Privacy Policy and Company's Terms and Conditions for the Sale of Goods and Services.

By accepting the Services provided by the Company, customers acknowledge and agree to the terms and conditions outlined in this warranty policy.

CONTACT INFORMATION

For warranty claims and inquiries, customers can contact us at info@wgtk.co.uk or on 01603 367100.

This warranty is provided by:

We've Got the Key Limited Discovery House off Whiting Road, Norwich NR4 6EJ.

Company number: 13735698

Phone: 01603 367100.