

Kennel Care — Hardware Warranty

Warranty terms for Kennel Care sensor hardware

Version 1.0

Document

Kennel Care — Hardware Warranty

Applies to

All Kennel Care sensor hardware ("Devices") supplied by ATC Dynamic to a customer

Owner

ATC Dynamic (registered office: Office 30 Greenbox, Westonhall Road, Stoke Prior, Bromsgrove, England, B60 4AL)

Date

2 August 2026

Related documents

Kennel Care — Customer Terms of Service (§5, which refers to this document for hardware warranty terms)

1. What's Covered

This warranty covers manufacturing defects and hardware faults in your Kennel Care sensor that occur under normal use, and are not caused by misuse, accident, or unauthorised modification.

2. Warranty Period

12 months from the date of purchase. Please keep your order confirmation or invoice as proof of purchase date.

3. What's Not Covered

- Physical damage — drops, knocks, crushing, or impact damage
- Water or liquid damage
- Damage caused by incorrect power supply, or using a cable/adaptor other than the one supplied
- Opening, modifying, or attempting to repair the Device yourself
- Normal wear and tear, or cosmetic damage that doesn't affect how the Device works
- Loss or theft of the Device

If a returned Device turns out to be faulty for one of the reasons above, we'll let you know and won't proceed with a free replacement without checking with you first — we may still be able to help with a chargeable repair or replacement.

4. How the Warranty Works — Return to Base

This is a return-to-base warranty: if your sensor develops a fault, you send it back to us, and we replace it — we don't offer on-site repair or replacement.

- Email info@atcdynamic.co.uk describing the fault. We'll confirm it sounds like a warranty issue and give you a returns address and instructions.
- You post the faulty sensor to us. **Postage to us is at your own cost.**
- Once we've confirmed the fault is covered by this warranty, we'll replace the sensor and post it back to you **as quickly as we're able to — at our cost.**

We aim to turn a confirmed warranty replacement around as quickly as possible. Exact timing can depend on sensor stock at the time, but getting your replacement back to you promptly is exactly what this warranty is for, and we treat it as a priority.

5. Your Account and Data

A warranty replacement doesn't affect your Kennel Care account, dashboard, or history — your replacement sensor is connected to your account in place of the faulty one (see the Sensor &

WiFi Setup Guide), and everything continues as before. You don't lose any existing readings or settings when a sensor is replaced under warranty.

6. Your Statutory Rights

This warranty is provided in addition to, and does not affect, any other rights you may have. Kennel Care is supplied for business use only (see the Customer Terms of Service, §2) — this warranty describes the specific hardware fault cover we provide as a business-to-business supplier.

7. Contact

Questions about this warranty, or to start a claim: info@atcdynamic.co.uk.

Approved

Name

Title
Director / Owner, ATC Dynamic

Signature

Date