



5 YEAR GUARANTEE

A smart and professional range made from robust and resistant materials which are durable enough to suit your everyday filing needs.

The Elba StrongLine range has been designed to stand the test of time and as a result we have given these products a 5 year guarantee – or we'll replace it for free.

Terms & Conditions

1. The guarantee is open to all UK and Republic of Ireland residents that purchase eligible products.
2. The five-year guarantee applies only to eligible products purchased between 1st January 2018 and 31st December 2025.
3. Internet access is required to find the terms and conditions, alternatively these can be obtained in writing from Hamelin Brands Limited, Kings Warren Business Park, Red Lodge, Suffolk, IP28 8WG.
4. If you have any problems with your Elba StrongLine product within one year of purchasing the item then please return it to your office products supplier.
5. If you do not know how long you have had the product, or it has been over a year please contact us at marketing.uk@hamelinbrands.com.
6. The product will be deemed eligible or ineligible by the Marketing Director at Hamelin Brands Limited, according to the guidelines below, using their discretion.
7. Filing products deemed eligible for replacement will be replaced directly to the customer using the details they have given.
8. Non-eligible filing products (products that have been damaged due to miss-use or deliberate or accidental damage and is not due to the quality of the product) will not be replaced and an explanation of why they are not eligible will be given to the customer.
9. We aim to deal with all cases of faulty filing products within two weeks of receiving contact; however, this may increase to four weeks during busy periods or staff holiday.
10. If one person makes more than three claims in one year or we have reason to believe someone is deliberately damaging products to get replacements, a replacement will not be sent. This remains at the discretion of Hamelin Brands Limited.
11. Products included in the guarantee are:

Ring Binders

- Elba Vision Ring Binders
- Elba Classy Ring Binders

Presentation Binders

- Elba Panorama Presentation Binders

Lever Arch Files

- Elba Classy Lever Arch Files
- Elba Plastic Lever Arch Files
- Elba Vision Lever Arch Files

Indices & Dividers

- Elba Card Indices & Dividers with Coloured Plastic Tabs
- Elba Card Indices & Dividers with White Plastic Tabs
- Elba Coloured Polypropylene Dividers
- Elba White Polypropylene Indices

Suspension Files

- Elba Polypro Ultimate Suspension Files
- Elba AZO Ultimate Suspension Files
- Elba PP Lateral Suspension Files
- Elba AZV Ultimate Suspension Files

Pockets & Folders

- Elba Premium A3 Punched Pockets
- Elba Expanding Punched Pockets
- Elba Expanding Punched Pockets with Flap
- Elba Quick 'In Punched Pockets

Document Filing

- Elba StrongLine Document Wallets
- Elba StrongLine Spring Files
- Elba StrongLine Spring Pocket Files
- Elba StrongLine Square Cut Folders
- Elba StrongLine Part Files
- Elba Open Top Wallets

12. Full list of SKUs included in the guarantee:

Ring Binders		Presentation Binders		Lever Arch Files			Indices & Dividers		
Vision	Classy	Panorama		Classy	Plastic	Vision	Coloured Tabs	White Tabs	PP
100080885	400017729	400008434	400008507	400020889	100202093	100080894	100204963	100080810	100205075
100080886	400017753	400008672	400008417	400021003	100202102	100080895	100204941	400021448	100205063
100080889	400017754	400008508	400008418	400021004	100025925	100080896	100204614	100204623	100204765
100080890	400017755	400020311	400007674	400021005	100202169	100082303	100204616	100204615	100204771
100080891	400017756	400020317	400001309	400021007	100025926	100082437	100209108	100204617	100204786
400033535	400017757	400020318	400008433	400021021	100202172		100204600	100204618	100204793
100080876	400017758	400001398	400008432	400021023	100202167		400008983	100204619	100204726
100080879	400017759	400008413	400008430		100202170		100204626	100204621	
100080880		400008676	400008431		100202160		100204627	100080813	
100080881		400008411	400008048		100202174		100204603	100080811	
400009729		400008412	400001305		100202166			100204596	
400009731		400001391	400008673		100023300			400008095	
100082459		400008416	400008674		100023205				
100082460		400008506	400008442		100082425				
100080866		400008414	400008675		100082430				
		400008415	400008436		100082445				
		400008953	400008437						
		400008954	400008439						
		400008955	400008438						
		400008505	100082424						
		400001300	100080874						
		400008419							

Suspension Files				Pockets & Folders	Document Filing					
Polypro Ultimate	AZO Ultimate	PP Lateral	AZV Ultimate		Doc Wallets	Spring Files	Spring Pocket	Sq Cut Folders	Part Files	Open Top
100330377	100330270	100330594	100333173	400005480	100090136	100090035	100090145	100090020	100090166	100090265
100330396	100330272	100330583	100330473	400005481	100090138	100090036	100090146	100090022	100090167	100090137
100330379	100330312	100330615	100330475	100080753	100090139	100090038	100090147	100090023	100090169	
100330370	100330318	100330595		400040058	100090140	400053604	100090148	100090024	100090171	
100330415	100330314	100330584		100080754	100090141	100090037	100090149	100090025	100090172	
100330374	100330319	100330616		400040059	100090268	100090330	100090150		100090174	
100333171				400012939	400053600				100090175	
100330371					400099327				100090310	
100330372										
100330417										

13. Damage/faults that will be eligible for a replacement product:

- a. Ring Binders & Presentation Binders
 - i. Ring or rings breaking or coming away from the board
 - ii. Paper or plastic coating coming away from the board in an extreme way i.e. flapping away from the board and making it difficult to use.
- b. Lever Arch File
 - i. Mechanism breaking – This excludes the misalignment of rings due to excess usage
 - ii. Mechanism coming away from the board.
 - iii. Paper coming away from the board in an extreme way i.e. flapping away from the board and making it difficult to use.
- c. Indices & Dividers
 - i. Holes breaking making them useless.
- d. Suspension Files
 - i. Metal bar coming away from the file
- e. Pockets & Folders
 - i. Pocket ripping rendering it useless.
 - ii. Holes breaking making it useless.
- f. Document Filing
 - i. Spring mechanism failing - This excludes damage of the spring mechanism due to exceeding the recommended sheets of paper
 - ii. Spine ripping to make it unusable - This excludes damage due to exceeding the recommended sheets of paper

14. There are no cash or alternatives available. If there is no Elba stock left for the required product, if the product has been discontinued, you will be sent the same type of product from another range owned by Hamelin Brands Limited.

15. Responsibility cannot be accepted for products lost, damaged or delayed for whatever reason.

16. Hamelin Brands Limited will send the replacement to you using the information provided - no effort will be made to find incorrect or missing addresses to send the product. Products returned to Hamelin Brands Limited in the post after sending to a customer will be put back into stock and the case closed. No further attempts at sending a product will be made.

17. Hamelin Brands Limited's decision on all matters regarding the guarantee is final.

Your Statutory Rights are not affected by anything in this Guarantee.

The Guarantor is Hamelin Brands Ltd.,
Kings Warren Business Park, Red Lodge,
Suffolk IP28 8WG.