



# Customer Notice

## Returns & Repair Policy

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# Returns & Repair Policy

## Faulty Products

- If after evaluation a returned product is found to be without fault, an inspection and Handling charge of not less than £25.00 will be made
- Products that are Faulty within 30 days of purchase
- Products will only be accepted for credit if:
  - They are returned within 30 calendar days of purchase
  - They are returned in their original packaging
  - There is no damage to either the product or packaging i.e. both in original condition
  - The product is returned complete, i.e. complete with original instructions, all leads and ancillary equipment, etc
  - The product is returned with the original invoice number
  - All faulty products must be accompanied by a meaningful fault description.
  - Inadequate fault reports will invalidate our 30 day returns policy and will result in the product being returned to supplier for repair as laid out in the manufacturers warranty terms in this instance no credit or exchange will be given
- No cash refunds will be given

## Faulty Products Outside the 30 Day Period

- In warranty repairs:
  - Where the product is within the manufacturers warranty period we will forward the product to the manufacturer for processing in line with the manufacturers warranty terms.
  - All returned products must be accompanied by an adequate fault report
  - No exchanges or credits will be given by us unless clearly specified in the particular manufacturers warranty terms.
  - Your Branch Manager will have up-to-date details of particular manufacturer's terms.
  - The warranty for each product will commence from the date of the our sales invoice for the product to be repaired
  - The customer is liable for any costs arising from the warranty claim

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## Faulty Products Outside the 30 Day Period

- Out of warranty repairs:
  - May be subject to an inspection charge
  - All charges made by the manufacturer for the repair, including delivery and handling charges, will be paid for by the customer
  - Prior to any charges other than the inspection charge being incurred, the customer will be informed of the repair details and the charge, prior to the repair being carried out. If no response is received within 7 days, the minimum charge of £45 will be levied and the goods returned to the customer.
  - Each consignment of faulty goods should have an official Order Number to cover any repair charges once a quote for the repair has been issued.

## Non-Faulty Products

- The expected turnaround time for repairs are as follows:
  - Products are returned within 30 calendar days of purchase
  - The product is returned with the original invoice number
  - The products are unused
  - Products are returned in their original packaging
  - There is no damage to either the product or packaging i.e. both in original condition
  - The product is returned complete, i.e. complete with original instructions, all leads and ancillary equipment, etc.

Products purchased as a special order will not be accepted for credit

- No cash refunds will be given

## Expected Repair Times

- The expected turnaround for repairs are as follows:
  - Intruder Products 3 to 4 weeks
  - CCTV Products 3 to 4 weeks
  - Access Control 3 to 4 weeks
  - Fire Products 3 to 4 weeks
- However, it must be stressed that, where products have to be sent back to the manufacturer, these lead times can vary, depending on the manufacturers' repair policy and spares availability

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# Policy Regarding Special Orders

## Definition

- For the purposes of this policy, a special product is defined as one which both:
  - Is not shown in one of our catalogues
  - Is not stocked by us
- Authorisation Of Special Orders
  - We will advise the customer that the product is subject to a special order and obtain his written authorisation to proceed before the order is placed
  - Alternatively, by providing a verbal order number for the Special Order, the customer commits to abiding by our terms and conditions regarding Special Orders
  - Once the order has been placed, the customer commits to paying in full for the product including any associated costs i.e carriage.As such, the customer will be liable for all charges if the order is cancelled prior to the order being delivered
  - Cash sales MUST pay in full at point of order
  - We are in no way liable to accept any cancellation charges resulting from the customer cancelling an order that he has placed

## Invoicing Of Special Orders

- Customers will be invoiced in full by us for all special orders within 48 hours of us receiving the product from the supplier, or within 48 hours of the order being cancelled

## Delivery Charges

- Customers will be charged for delivery of special orders as quoted by the manufacturer/supplier

## Return Of Special Orders

- We cannot accept the return of special orders unless the product is faulty
- Faulty special order products will be returned to the manufacturer for warranty repair if applicable
- Where the product is outside the manufacturers warranty it will follow our standard procedure for out of warranty repairs
- Under no circumstances will special order products be exchanged or credited
- Special ordered products are not covered by our 30 day return policy

## Screen Printed Products

We are able to arrange for the screen printing of products, on a customer's behalf.

- Where a manufacturer specifies a minimum order quantity for screen printed product the customer must accept the minimum order quantity before the order is placed.
- All orders for screen printed products will be invoiced in full under our normal trading terms as soon as the product is received by us.
- Orders will only be accepted on these terms and on completion of the correct screen printed product order form.

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