



CUSTOMER RETURNS POLICY

Approved Document No. DQW1000101 Rev 3 (25/1/0/06)

Tel: 01942 322744 • Fax: 01942 829867 • E-mail:sales@c-tec.co.uk • Website: www.c-tec.co.uk

(1) Warranty period

- 1.0 All products manufactured by C-TEC are warranted for a period of 12 months ex-works. However, this period will be extended up to 18 months from the manufactured date provided the manufacturing information is still intact. This practice allows for transportation time and storage of the product.
- 1.1 Goods of other manufacturing origins will be subject to those manufacturers' conditions and policies that are beyond our control. We will endeavour to keep the customer informed as circumstances change.
- 1.2 As from 1/12/98 each product manufactured by C-TEC will incorporate a warranty batch identification label (See Example 1). This label will hold the following information:

C-TEC Part Number
Batch Identification No.
Warranty Expiry Date

FF380-2 9823601 Exp: 1-3-98

Example 1

This information will be used to determine any out of warranty charges that may be applicable.

- 1.3 The warranty is void if this label is found to have been replaced/removed/damaged or defaced in any way.

(2) Returns procedure for goods still in warranty

- 2.0 Check manufacturing information to verify that the unit you wish to return is within our stated warranty. If it isn't, please follow the returns procedure for goods out of warranty (section 3).
- 2.1 Prior to returning any equipment you must first obtain a returns authorization number from the technical department and mark this number clearly on the items being returned. If any items are returned to us without a returns reference number it may lead to delays in processing or we may choose to return the equipment back to the sender.
- 2.2 When obtaining a returns reference number please state clearly the exact nature of the fault and any other relevant information that may be helpful to us when diagnosing the fault (e.g. any peripheral equipment that may be in situ.)
- 2.3 If manufacturing defects are proven as the cause of the fault and the item is within the warranty period, the goods will be either repaired or credited in full. If goods are returned within the warranty period and found to be damaged because of incorrect wiring by the customer, negligence, lightning or other environmental damage, credit will be refused. Repair work will be carried out under your instruction. The following repair charges will apply. £20.00 inspection charge per item + labour rate in 1 hour increments (current 1 hour labour rate = £30.00). Paragraph 1.3 applies.

- 2.4 Items returned for our attention in an unmerchantable condition, e.g., holes drilled in cabinets, scratched/dirty enclosures, paint smeared products, etc., will be refused any form of credit irrespective of whether the unit(s) is in or out of warranty. An extra charge to return the equipment to merchantable condition may be applicable, if required.
- 2.5 Any item(s) returned with an instruction to repair and return will be actioned free of charge if warrantable and subject to circumstance. Paragraph 2.3 applies.

(3) Returns procedure for goods out of warranty

- 3.0 Check manufacturing information to verify that the unit you wish to return is within our stated warranty. If it is not:
 - 3.1 Prior to returning any equipment you must first obtain a returns authorization number from the technical department and mark this number clearly on the items being returned. If any items are returned to us without a returns reference number it may lead to delays in processing or we may choose to return the equipment back to the sender.
 - 3.2 If the returned product is outside of the warranty period then certain repair charges may apply as set out below. No repair work will be carried out without your consent and any additional charges that may apply will be made known to you at the time of occurrence.
 - 3.3 Minimum Inspection Charge £20.00 per item; Labour rate (hr) £30.00. Please note all requests to repair out of warranty goods will be subject to a minimum charge of £50.00 (inspection charge + 1hr labour at the rates set out above or those applicable at the time).

(4) Advanced replacements

- 4.0 Account customers will be invoiced on despatch of advance replacement unit(s). Agreed payment terms apply.
 - 4.1 A proforma invoice will be raised for non-account customers. Payment must be received before the goods can be despatched.
 - 4.2 Once the equipment has been received, sections 2 and 3 apply.

(5) Notification

- 5.0 Any parcels returned to C-TEC will be recorded; the sender will be notified of any shortages or discrepancies.
 - 5.1 Each product will be individually inspected and dealt with on its own merit.
 - 5.2 A fault report is available upon request. However ALL goods returned to sender will have the fault report attached to the parcel.
 - 5.3 We endeavour to deal with returns as quickly and efficiently as possible. Our normal turnaround time for repairs is typically 2-3 weeks from the goods being received.

Errors and omissions excepted. We reserve the right to alter this policy at our discretion without prior notice.