



CUSTOMER RETURNS POLICY

Valid from 2nd November 2016

1. Warranty period

- 1.0 All C-TEC manufactured products are warranted for a period from 18 to 60 months duration depending upon product range. This warranty period includes 6-month period that is intended for transportation and stock holding.
- 1.1 Goods of other manufacturing origins will be subject to those manufacturers' conditions and policies, which are beyond our control. We will endeavour to keep the customer informed as circumstances change.
- 1.2 Products manufactured by C-TEC after 1 October 2009 can be identified by a yellow warranty batch identification label (see example below) which will have the following information:-

Part No.	CFP704-2
Batch Identification No.	wo: 12345
Software revision if applicable	Software: 9A09
Warranty Expiry Date	Warranty Exp: 28/8/12

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

C-TEC Product Range Warranty Period (this period includes a 6 month grace period for storage):

CFP Range Fire Panels & Ancillary Devices:	18 Months
XFP Range Fire Panels & Ancillary Devices:	18 Months
EFP,FP & MFP Fire Panels & Ancillary Devices:	18 Months
800 Series Call System Equipment:	18 Months
Quantec Addressable Call System Equipment:	18 Months
EP203 Fire Panels & Ancillary Devices:	18 Months
Sigtel Disabled Refuge / EVC Equipment:	24 Months
CFP Alarm Sense Panels:	24 Months
ZFP Range of Fire Panel & Ancillary Devices:	36 Months
EN54 PSU Range:	36 Months
Active Detector Range:	60 Months
CAST Detector Range:	60 Months
EN54 VADS:	60 Months
PDA Range Induction Loop Equipment:	60 Months

- 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 the manufacturing information label to verify that the unit you wish to return is in warranty. If it is not, 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 C-TEC's Customer Returns Department and mark this number clearly on the outside of the packaging and on your accompanying paperwork. If any items are returned to us without a returns authorization number the equipment may be returned to sender. When obtaining a returns authorization number, please state the exact reason for the return and, if relevant, any information that will help us to diagnose the fault (e.g. any peripheral equipment that may have been connected). The word "faulty" on its own does not help!
- 2.2 Non-faulty goods that are returned to us for credit that are deemed by us to be of merchantable quality will be subject to an inspection and restocking charge of 30% (minimum £5.00 per consignment).
- 2.3 Faulty goods:
If a manufacturing defect appears to be the cause of the fault, and the item is within the warranty period, the goods will be repaired or, in certain circumstances, credited, dependent on our findings. Your return carriage will also be credited.
If goods are returned within the warranty period and are found to be faulty because of incorrect wiring, negligence, opening of closed-cased products that do not contain user-serviceable parts, lightning or other environmental damage, no credit will be offered and repair work will only be carried out under your instruction.
The following repair charges apply: £20.00 inspection charge per item plus labour in half hour increments (current half hour labour rate = £30.00). Any additional charges will be made known to you on occurrence.
- 2.4 Items returned for our attention in an unmerchantable condition, e.g., with holes drilled in cases/cabinets, scratched/dirty enclosures, smeared with paint, etc., might be refused full credit. An extra charge to return the equipment to merchantable condition may be applied.
- 2.5 Any item(s) returned with an instruction to repair and return will be actioned if warrantable but may be subject to charge. Clauses 2.3 and 2.4 apply.

3. Returns procedure for goods out of warranty

- 3.0 Check the 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 C-TEC's Customer Returns Department and mark this number clearly on the outside of the packaging and on your accompanying paperwork. If any items are returned to us without a returns authorization number the equipment may be returned to sender. When obtaining a returns authorization number please state clearly the exact reason for the return and, if relevant, any information that will be helpful to us when diagnosing the fault (e.g. any peripheral equipment that may have been connected). The word "faulty" on its own does not help!
- 3.2 If the returned product is outside the warranty period then repair charges will apply as set out below. No repair work will be carried out without your instruction. Any additional charges will be made known to you at the time of occurrence.
- 3.3 The following repair charges apply: £20.00 inspection charge per item plus labour in half hour increments (current half hour labour rate = £30.00). Any additional charges will be made known to you on occurrence. All requests to repair out of warranty goods will be subject to a minimum charge of £50.00 (inspection charge plus 1hr labour at the rates set out above).

4. Advance replacements

- 4.0 Account customers will be invoiced on dispatch of advance replacement unit(s).
- 4.1 A pro-forma invoice will be raised for non-account customers. Payment must be received before the goods can be dispatched.
- 4.2 Once the suspect product has been received and inspected by C-TEC, credit may be issued, subject to the above terms.

5. Notification

- 5.0 Any parcels received by C-TEC will be recorded and the sender will be notified of any shortages or discrepancies. If it is not clear who the sender is, we will quarantine the item for three months and then dispose of it. We not inspect such items.
- 5.1 If we contact the sender for information to help us deal with a repair and that information is not received within three months of the request, we may dispose of the item without further contact.
- 5.2 Each product will be inspected and dealt with on its own merits,
- 5.3 A fault report is available upon request. However ALL goods returned to sender will have the fault report attached to the parcel.
- 5.4 We endeavour to deal with returns quickly and efficiently. Our target turnaround time for repairs is 15 working days from the goods being received.

6. Packaging

- 6.0 Packaging used to return product to C-TEC must be capable of preventing transit damage. Heavy items that are packed in boxes with loose-fill material are likely to suffer damage.
- 6.1 We will normally re-use your packaging to return repaired products. However, if we do not think that it is adequate, we may re-pack the item in original packaging, in which case, if the item is not in warranty, we may make a charge to cover the extra cost.

7. Goods received from C-TEC in a damaged condition.

- 7.0 As stated on C-TEC's Dispatch Note and Sales Invoice, any goods/product received in an alleged damaged condition must be notified to C-TEC within three working days. Failure to make such notification may result in the goods being treated as out of warranty, in which case the charges in Clause 2.3 will apply.

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