



A trading division of Norbain Holdings Ltd

RETURNS PROCEDURE

The purpose of this document is to highlight our returns procedure policy. This should be read in conjunction with our standard terms and conditions.

Product Warranty

EU Fire and Security offer a 12 month manufacturers warranty on products purchased, with the exception of the Apollo Xpander range which only carries a 3 month warranty.

Faulty Equipment

All faulty equipment must be returned to EU Fire and Security within 14 days and must have a valid URN number which can be obtained by ringing our returns department on 01706 658 880 Option 4.

We send faulty equipment back to the manufacturers for evaluation, if the manufacturer deem the unit "not faulty, user error or customer damage" then we will be unable to replace or credit the equipment and extra charges may apply.

EU Fire and Security will not be liable for any costs incurred due to alleged faulty equipment. (refer to our T&C's Section 8.1 for full details).

If we decline your debit note for any reason we will send you an electronic document explaining the reasons, this will also include the manufacturers report. (refer to document DD1 for more details)

Non Faulty Returns

Any items that are returned which are "specials or non-stock" may be subject to a handling charge, this value can vary depending on the manufacturers. If you speak to our returns department they will be able to let you know what the handling charge will be, could you please show this handling charge on your debit note as a separate line if possible.

How to Return

All equipment will need to be returned as it was purchased in its original undamaged packaging, If we receive equipment with missing components/parts then the debit note may be declined or extra charges may apply.

If you return the equipment to us via your own carrier can you please ensure we have a proof of delivery.

Commissioning's & Extra Care Warranties should not be raised on debit notes as there labour charge items, if you need to discuss any issues with these

By raising a debit note you are acknowledging and accepting these terms and conditions.

Stock Cleanses

Stock Cleanses are evaluated on an individual basis, the main criteria being the following –

- Items must have been purchased via EU Fire and Security
- Items must have been purchased within a 12 month period.
- The item must be fit for resale, including the packaging and have all spares and instructions as initially supplied.
- No stock cleanses will be accepted unless a representative from E.U Fire and Security have done a visual inspection.
- Stock cleanses require a "2 for 1" order, this order must be received prior to the debit note being raised.