



A trading division of Norbain Holdings Ltd

PRODUCT RETURN POLICY & 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 returned to EU Fire & Security must have a valid URN number (RMA), which can be obtained by ringing our returns department on 01706 658 880 Option 4. The faulty equipment must be returned within 10 working days from receipt of the RMA number in order to be accepted.

We send faulty equipment back to the manufacturers for evaluation, whereby it will either be replaced, repaired or credited at the discretion of the manufacturer. If the manufacturer deems the equipment "not faulty, user error or customer damage" then EU Fire and Security 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.

Non Faulty Returns

All unwanted, non-faulty equipment needs to be returned within 28 days of receiving the goods in order to be eligible for a credit. Any products returned after this period may not be eligible, unless they are deemed to be faulty.

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.

We do not collect any returns, it is your responsibility to send the goods back to us via your own carrier, and apply a carriage charge. If the goods are deemed fit for credit then the carriage will also be refunded. We will ask for proof of delivery on all returns.

Debit notes should not be raised for any commissioning work. If you have any queries regarding commissioning please contact our office.

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 EU 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.