



# CUSTOMER RETURNS POLICY

Valid from 18th May 2021

## 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 Products 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 from 1<sup>st</sup> 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: 11A8
Warranty Expiry Date	Warranty Exp: 12/03/09

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
Emergency Voice Communication Equipment:	24 Months
CFP Alarm Sense Panels:	24 Months
ZFP Range of Fire Panel & Ancillary Devices:	36 Months
EN54 PSU Range:	36 Months
Activ Detector Range:	60 Months
CAST Peripheral Devices :	60 Months
EN54 Audio Visual Devices:	60 Months
Conventional EN54 Audio Visual Devices:	60 Months
PDA Range Induction Loop Equipment:	60 Months
HUSH Pro Controller & Peripheral Devices:	60 Months
HUSH ActiV Controller & Peripheral Devices:	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. Obtaining returns material authorisation number (RMA)**

- 2.0 Check the manufacturing information label to verify whether the item you wish to return is in warranty. For items in warranty, follow the faulty goods in warranty procedure in section 2. Otherwise follow the faulty goods out of warranty procedure in section 3.
- 2.1 Prior to returning any equipment you must first obtain a Returns Material Authorisation (RMA) number from C-TEC's Customer Returns Department. You will need to provide your Customer Order Number and the Sales Order Number issued to you by C-TEC before you request a Returns Materials Authorisation number; we will not issue a Returns Materials Authorisation number unless you provide one or both numbers. Please display this number(s) clearly on the outside of the packaging and on your accompanying paperwork. Any products that are returned to us without a returns material authorisation number will be returned to sender (see section 7.1).
- 2.2 When obtaining a returns authorisation number, please state the exact reason for the return and provide as much information about the fault as possible, including any relevant information pertaining to how the item was configured (e.g. descriptions of connected peripheral equipment) when the fault was seen. We will not authorise returns for faulty products unless we are given some description of the fault (examples of acceptable fault descriptions may include: "fault light stays on", "can't enter engineer mode", "blank screen").

## **3. Returns procedure for faulty goods in warranty**

- 3.0 If a manufacturing defect appears to be the cause of the fault and the products are within the warranty period, they will be repaired or, in certain circumstances, credited, dependent on our findings. Your return carriage will also be credited.
- 3.1 If products are returned within the warranty period and are found to be faulty because of incorrect wiring, negligence, opening of closed-case products that do not contain user-serviceable parts, lightning or other environmental damage, the warranty on such items will be void. Credit will not be offered and chargeable repair work will only be carried out under your instruction, in line with the returns procedure for faulty goods out of warranty (section 4).
- 3.2 Products 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.
- 3.3 Any products returned with an instruction to repair and return will be actioned if warrantable but may be subject to charge (clauses 3.0, 3.1, and 3.2 apply).

## **4. Returns procedure for faulty goods out of warranty**

- 4.0 If the returned product is outside the warranty period, then repair charges will apply as set out below. Repair work will not be carried out without your instruction. If repair is authorised and any additional charges are incurred, these will be made known to you at the time of occurrence and must be authorised by you before the work is carried out.
- 4.1 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 products will be subject to a minimum charge of £50.00 (inspection charge plus ½ hr labour at the rates set out above).

## **5. Non-faulty returns procedure**

- 5.0 Non-faulty products that are returned to us for warranty renewal and repackaging to merchantable condition will be subject to an inspection and repair charge of 30% (minimum £5.00 per consignment). Goods must be in warranty, unused, and not damaged to qualify for this service.

## **6. Advance replacements**

- 6.0 Account customers will be invoiced on dispatch of advance replacement unit(s).
- 6.1 A pro-forma invoice will be raised for non-account customers. Payment must be received before the replacement products can be dispatched.
- 6.2 Credit may be issued once the suspect product has been received at and inspected by C-TEC,

subject to the terms of the normal returns processes for faulty products (sections 3 and 4).

## **7. Notification**

- 7.0 Any parcels received by C-TEC will be recorded and the sender will be notified of any shortages or discrepancies.
- 7.1 Products returned without a returns authorisation number will be returned to sender. If it is not clear who the sender is, we will quarantine the products for three months before disposing of them in line with the WEEE directive. We will not inspect such items.
- 7.2 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 return the products without further contact.
- 7.3 Each product within a consignment will be inspected and dealt with on its own merits.
- 7.4 A fault report is available upon request; however, all products returned to sender will have the fault report attached to the parcel.
- 7.5 Products returned for inspection will be held for up to one month after the date they are inspected. If we do not receive a response to the fault report within this period, the goods will be returned to sender.
- 7.6 We endeavour to deal with returns quickly and efficiently. Our target turnaround time for repairs is 15 working days from the products being received.

## **8. Packaging**

- 8.0 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 which is not covered under warranty.
- 8.1 Products must be secured properly for transit. If upon inspection it is found that parts of a product (e.g. circuit boards) are loose in their enclosure and damaged on receipt at C-TEC, this damage will not be covered under warranty.
- 8.2 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. If this is the case and the item is not in warranty, we may make a charge to cover this cost.

## **9. Products received from C-TEC in a damaged condition.**

- 9.0 As stated on C-TEC's Dispatch Note and Sales Invoice, any products received that have been damaged in transit must be notified to C-TEC within three working days.  
Failure to make such notification may result in the products 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*