

Kentec Electronics Limited

Returns and Repairs Policy

IN-WARRANTY ITEMS

All equipment supplied by Kentec Electronics Ltd is provided with a warranty, as defined in Section 8 (Warranties & Liability) of the Terms and Conditions of Sale. These warranties are between Kentec Electronics Ltd (the Seller) and the company that placed the order upon the seller (the Buyer). The warranty period is valid for 36 months from the delivery date and is non-transferable.

Damaged Goods

In the event of damage to equipment during transit or any defect in the quality of goods, the Buyer shall notify Kentec Electronics Ltd within seven days of delivery as detailed in Section 8.5 of the Terms & Conditions of Sale.

The goods may then be returned to the Customer Service Department of Kentec Electronics Ltd. for repair, or replacement parts may be supplied (by arrangement).

Component Failure

In the event of a defect of the supplied equipment during the warranty period, due to defective materials or workmanship, then replacement parts shall be supplied to the Buyer using the Service Replacement Item (SRI) scheme.

Service Replacement Items

The Buyer shall request the replacement part(s) required from the Customer Service Department. This request shall be made by fax to +44 (0)1322 291794 or e-mail to techsupport@kentec.co.uk and shall include the parts required, the panel Works Order (W/O) Number and the required delivery address.

If the Buyer is not aware of the required replacement part(s), additional advice may be obtained from the Technical Support Department of Kentec Electronics Ltd.

Once the SRI has been approved, items are normally dispatched for next day delivery within the mainland UK, subject to stock availability.

SRI parts are supplied on the following terms and conditions –

- SRI parts are loan items and are not available for resale.
- At all times, Kentec Electronics Ltd. retains the title of SRI parts supplied, as detailed in Section 7.4 of the Terms and Conditions of Sale.
- **For customers within the EU**
 - All SRI parts must be returned to the Customer Service department of Kentec Electronics Ltd for analysis, within 14 days of delivery.
 - Any SRI parts that have not been returned within 28 days of delivery will be invoiced at the price given in the Kentec Price List, less discount.
- **For customers outside the EU**
 - Contact the Customer Service department to make appropriate arrangements before returning any SRI items for analysis.
- Any returned items that are found to have failed due to fair wear and tear, willful damage, negligence, abnormal working conditions, misuse or alteration or repair without the Suppliers approval or failure to follow the sellers instructions will be subjected to a repair fee of up to the price given in the Kentec Price List, less discount.
- Any returned items that are not part of the original equipment or are not in warranty will be invoiced at the price given in the Kentec Price List, less discount where applicable
- All SRI parts shall be returned in the same packaging as the replacement parts were supplied in. Failure to ensure that adequate anti-static precautions are taken during the replacement of parts, or in the return of SRI parts may result in an invoice of up to the price given in the Kentec Price List, less discount.
- Any SRI parts returned without the completed SRI delivery report or any SRI reference documentation will be invoiced at the price given in the Kentec Price List, less discount.

The right to receive Service Replacement Items is regularly reviewed and may be withdrawn from persistent abusers of this facility. Kentec reserve the right not to supply SRI items without prior notice.

Kentec Electronics Limited

Returns and Repairs Policy

OUT OF WARRANTY ITEMS

Kentec Electronics Ltd provides a repair and refurbishment facility for most standard products up to 6 years old. We are unable to refurbish special build control panels.

Customer Repairs

Guide prices for standard items are provided in the Kentec price list. These prices allow customers to make informed decisions regarding the viability of repairs before contacting Kentec to arrange the repairs to be undertaken.

For customers within the EU

Before returning the items for repair

1. Obtain a price for the items to be repaired, by either calling our sales department on +44 (0)1322 222121 or by e-mail to sales@kentec.co.uk
2. Raise an order for the item(s) to be repaired, including delivery charges
3. Return the item(s) for repair to the Customer Service Department of Kentec Electronics Ltd at our normal address, ensuring the packaging is clearly marked "Repair Items". Ensure that the following information is included within the packaging;
 - a. A copy of the order for the repair work to be undertaken
 - b. A customer contact name
 - c. Details of the company requesting the repair

Failure to supply the required information will result in the returned items being quarantined for a period not exceeding 60 days. If the items are not identified within 60 days of receipt, then Kentec Electronics Ltd reserves the right to dispose of these items or return them.

For customers outside the EU

- Please contact the Customer Service department to make appropriate arrangements before returning any items for repair
- If items are returned from outside the EU without prior approval, additional costs for customs clearance may be applied

A written quotation will be provided for all items to be repaired that are not included in the repair prices section of the Kentec Price list. No repairs or refurbishment will be undertaken without prior authorisation from the customer and a written order for the repair work.

Returned equipment will be held awaiting authorisation for a period not exceeding 60 days from the date of quotation. After this period, Kentec Electronics Ltd reserves the right to dispose of these items or return them.

Repair Warranties

Repaired items are not covered by the normal Warranties and Liability conditions in the Terms and Conditions of Sale.

Subsequent failures of repaired items will only be covered if the failure is due to a material or workmanship defect directly associated with the repair and for a period not exceeding three months from the date of delivery.

Kentec Electronics Ltd are under no liability if the repaired or replaced components are found to have failed due to fair wear and tear, willful damage, negligence, abnormal working conditions, misuse or alteration or repair without approval or failure to follow the sellers instructions.

Kentec Electronics Limited

Returns and Repairs Policy

ITEMS RETURNED FOR CREDIT

Items shall only be accepted for credit by written approval with the Operations Manager or Directors of Kentec Electronics Ltd. Items will only be eligible for credit in the first **60 days** from the supply date.

Before any items are returned for credit, an RMA reference number must be obtained from the Sales / Operations Department.

This number must be used for any correspondence relating to the goods. All goods returned for credit must be approved before receipt.

Written approval will then be issued using a Goods Return Application Form (KENQA196.03.03). A copy of this form must be supplied with the returned goods.

The RMA reference number must be clearly marked on the outer packaging when returning goods to the company.

Goods must be returned to Kentec Electronics Ltd within 30 days of the issue of the Goods Return Application Form.

Only items listed on this form must be returned under the RMA reference.

Items returned without prior request for an RMA reference may be returned to the customer.

Failure to supply the required information will result in the returned items being quarantined for a period not exceeding 60 days. If the items are not identified within 60 days of receipt, then Kentec Electronics Ltd reserves the right to dispose of these items.

Any items returned for credit will be tested and returned to a production release condition. Any material and labour costs associated with this process shall be deducted from the credit amount in accordance with the Returned Goods Policy in the Kentec price list and at the discretion of the Managing Director