

## Customer Returns Policy

### Warranty Period

All products manufactured by Cranford Controls Ltd are covered by a 12 month warranty period ex-works. However, this period will be extended up to 18 months from the manufactured date provided the manufacturing information is still intact. This practise allows for transportation time and storage of the product.

Products originating from other manufacturers will be subject to those manufacturers' policies and conditions, which are beyond our control. We will endeavour to keep the customer informed of any policy changes.

Products manufactured by Cranford Controls Limited will display a product label showing the product reference number, e.g. VTG-32 and shall have the date of manufacture affixed to the product.

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

The warranty will be deemed as void if the date code has been replaced/removed/ damaged or defaced in any way.

### Returns Procedure for goods still in Warranty

Check the manufacturer's date of manufacture label to verify that the product to be returned falls within the stated warranty. If it doesn't, please follow the returns procedure below for goods out of warranty.

If items are returned for our attention in an un-merchantable condition, e.g. scratched or marked in any way, drill holes bored, paint smeared products, items not in their original packaging, etc. any form of credit may be refused irrespective of whether the product(s) is in or out of warranty. An extra charge to return the equipment to merchantable condition may be applicable.

Any item(s) returned with an instruction to repair and return will be actioned FOC if still under warranty and subject to circumstance.

### Advance Replacements

Account customers will be invoiced on despatch of advance replacement products. Our agreed payment terms will apply.

A proforma invoice will be raised for non-account customers. Payment must be received before the goods are despatched.

On receipt of the goods by the customer our 'Returns Procedure for Goods still in Warranty; as detailed above will apply.

Only under exceptional circumstances will we issue a credit for return of original product(s) supplied where an advanced replacement has been issued. This is subject to prior agreement.

## **Notification**

Any parcels returned to Cranford Controls Limited will be recorded and the sender will be notified of their receipt.

Each product will be individually inspected and dealt with on its own merit.

A fault report is available on request. However, ALL goods returned to sender will have the fault report attached to the parcel.

We endeavour to deal with returns as quickly and efficiently as possible. Our normal turnaround time for repairs is typically 2-3 weeks from receipt of the goods.

## **Goods Surplus to Requirement or Ordered in Error**

At the discretion of the Company, goods surplus to the customer's requirement or ordered in error may be returned to us provided they are in their original state and in their original packaging. These may be subject to a handling charge of up to 30%. Prior agreement must be obtained before returning surplus goods.

## **Warranty Times**

Standard warranty time on products is 1 year with exceptions for the following items:

- 2 years - EN54 Compliant Call Points
- Industrial Equipment with a 312-xxx pre-fix
- EN54 Approved Call Points
- FireRay Products with a 307-xxx pre-fix