

RETURNS PROCEDURE GENERAL

When goods are returned by the Customer because they have been incorrectly ordered by the Customer, the Company reserves the right not to accept the return of goods but if they are accepted by the Company it will be subject to the payment by the Customer of a restocking charge of 50% of the invoiced price of the goods. Goods ordered by the Customer and correctly supplied by the Company will not normally be accepted by the Company for credit.

The Company will not accept returns of tubing specifically cut to 1.5m lengths or less.

When goods are made to special order, payment must be made in full on delivery and the Company will not accept their return.

Parts returned for examination to the Company by the Customer are to be sent at the Customers expense.

A product that has been purchased in error can be returned for a full refund within 14 days of delivery as long as it is still in its original, unopened packaging. A refund will be given on the product cost only, this will not include postage and packaging.

RETURNS PROCEDURE WARRANTY ITEMS

All claims under Guarantee must be accompanied by copy paperwork supplied (invoice or delivery note), which must be completed on installation and returned to the Company, without this no claim will be accepted. Proof of purchase i.e. delivery note or invoice number can also be accepted as proof of Guarantee.

Spare parts required for replacement under Guarantee must be clearly requested as under Guarantee when ordered and must include proof of purchase. These will be supplied at no charge. Claims for credit on parts ordered for under Guarantee items will not be granted.

HOW IS IT WE LEAD IN OUR FIELD, WHEN WE COST LESS THAN THE ALTERNATIVES?

THIS IS HOW:

Constant research: this lets us apply the latest technology in all of our products and solutions.

We enhance performance: electronic and information technology allow us to increase the performance and reliability of our products.

We reduce costs: less maintenance and energy costs mean on a cost-benefit analysis we are always the most economical.

We reduce environmental impact: we save 50% on raw materials in the production stage and our customers save between 30% and 50% on electrical consumption thanks to inverter drive technology.

